Resource Booking Pro – Joomla

Version 2.0

User's Guide

By Soft Ventures, Inc.

[updated 27 October 2010]

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Overview

Simply put, Resource Booking Pro (RBPro) allows a visitor to your web site to book a resource for a specific period of time.

It has many features and many ways to set up screens and capture user data, but ultimately it is just there to book a resource.

It does not do much, but it does it quite well.

What's new in 2.0

There are actually two version 2's – since the Joomla team have chosen to make Joomla 1.6 totally incompatible with Joomla 1.5 we need one that runs under Joomla 1.5 and one for Joomla 1.6.

Version 2.0 is the first MVC version of RBPro.

Some new stuff:

- Coupons
- User Credit System
- Part day Book-Offs
- UTF-8 support for multi-language sites
- Language files for front and back end.
- Sub-Categories
- Edit UDF data in the booking detail screen
- WYSIWYG editor for messages text
- Mail functions will use JMail
- Configurable Front-end Advanced Admin tabs
- Extras accessible via Front-end Advanced Admin

Some J1.6 specific enhancements:

- Show/hide Advanced Admin tabs based on user's group assignment, either standard Joomla group or new J1.6 user defined group.
- Show/hide 'Select a User' drop down on booking screen based on user's group assignment, either standard Joomla group or new J1.6 user defined group.

Terms and concepts

Resources

The 'Resource' is what is being booked or reserved.

A resource can be anything you want, a room (meeting room, exercise room, etc), a person (doctor, hair stylist, etc) or an object (computer, golf clubs, Ferrari)

The resources will appear in a dropdown list for you visitor to choose. If you only have one resource it will be preselected when the visitor opens the booking screen.

Categories

Categories were added for people who have too many resources to fit into a dropdown list.

They can also be used to group resources, for example by physical location – Calgary Office, Toronto Office, etc.

It is important to remember that categories are just way to group resources and make them easier to locate in the booking screen. You do not 'book' a category, you book a resource.

A resource can one belong to only one category.

Categories are **optional** and should not be used unless there is a business reason to do so.

Services

Services were added as an attribute to a resource; a way for you to give the visitor a specific list of tasks that they can request of the resource.

You do not 'book' a service, you book a resource. The service just specifies what you want the resource to do.

A resource can have any number of services.

Services have no effect on the time duration of a booking.

Services are **optional** and should not be used unless there is a business reason to do so.

Book-offs

Book-offs are used to make a resource unavailable on one or more specific dates. These would be used for vacation days, statutory holidays, etc.

In the resource setup screen you can define which days-of-the-week your resource is available, for example Monday-Friday. Book-offs are use for specific dates.

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Coupons

Added in version 1.4.3, you can define any number of coupon codes. You set the discount amount, either currency or percentage of total order, and an expiry date. You can give this to prospective customers and the total changes will be adjusted when they enter the coupon code into the coupon box on the booking screen.

Extras

Added in version 1.4.4, you can define any number of extra items that the user can add to a booking. These 'Extras' can have a cost associated with then and the booking total will be adjusted based on the user' choices.

UDFs

RBPro supports an unlimited number of User Defined Fields or UDFs.

UDFs are fields that you can place on the booking screen to gather additional information from the visitor. RBPro supports the following types of UDFs, textbox, radio button, dropdown list and text area.

You can specify some types of UDFs as required fields so the visitor must fill them in before making a booking.

UDF data cannot be changed. You can see what the visitor entered but you cannot change it.

Resource Administrator

You can assign any user or users to be a resource administrator. A resource administrator can access front end admin screens to manage the administration for their resources. The front end admin screens have limited functionality but allow the resource administrator to handle day to day tasks without needing to have access to the Joomla administrator back end.

User Credit

User Credit is a number, representing a currency amount, associated with a registered user. You can sell your customer user credits OUTSIDE of RBPro then enter their number of credits into RBPro. Now when they go to make a booking, the cost of the booking is deducted from their credits.

Conventions used in this guide

Visitors making Resource bookings will be referred to as **customers** or **visitors**.

Some of the content here was pulled from the ABPro User's Guide so the images may show ABPro. The functionality is the same between the two applications.

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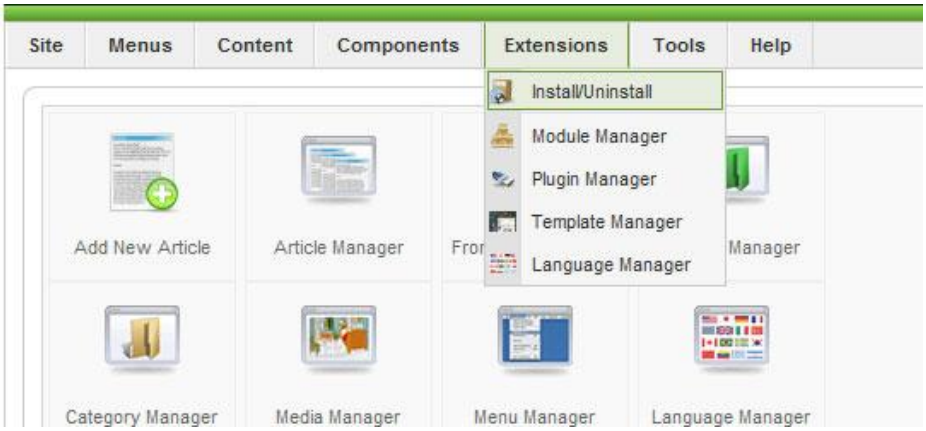
Installation

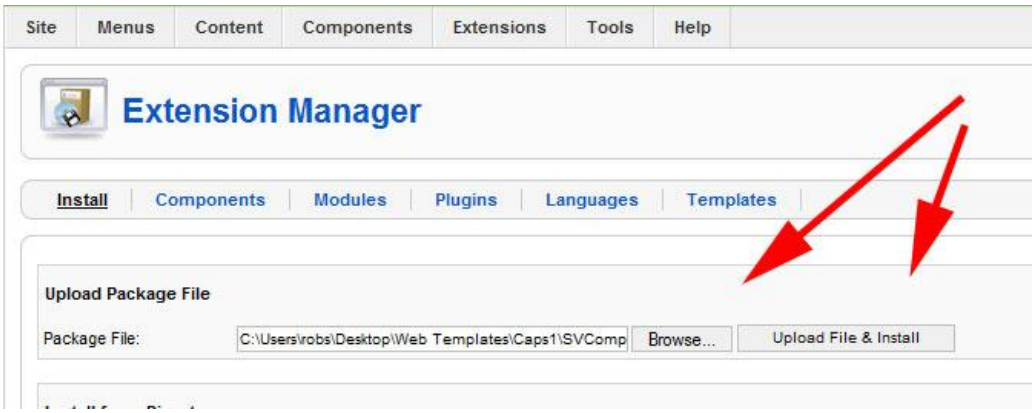
RBPro is a native Joomla 1.5 component… and a native Joomla 1.6 component.

The installation procedure is standard Joomla stuff…



Browse to find the zip file you downloaded from Resourcebookingpro.com

Then upload and install.



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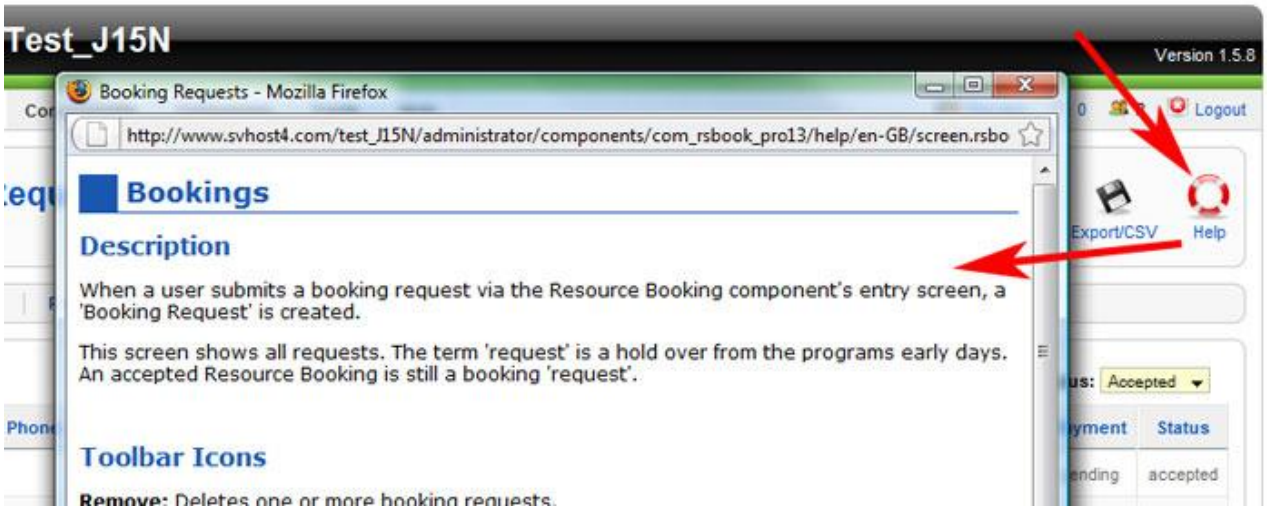
You are done.

Setup

Getting Started

You might want to just look through the menus and screens to get a feel for how things are laid out.

Each screen has a help icon in the upper left that will bring up some help on the current screen.


Test_J15N
Version 1.5.8
Booking Requests - Mozilla Firefox
http://www.svhost4.com/test_J15N/administrator/components/com_rsbook_pro13/help/en-GB/screen.rsbo
Logout
Export/CSV
Help
Bookings
Description
When a user submits a booking request via the Resource Booking component's entry screen, a 'Booking Request' is created.
This screen shows all requests. The term 'request' is a hold over from the programs early days. An accepted Resource Booking is still a booking 'request'.
Accepted
Status
accepted
Toolbar Icons
Remove: Deletes one or more booking requests.

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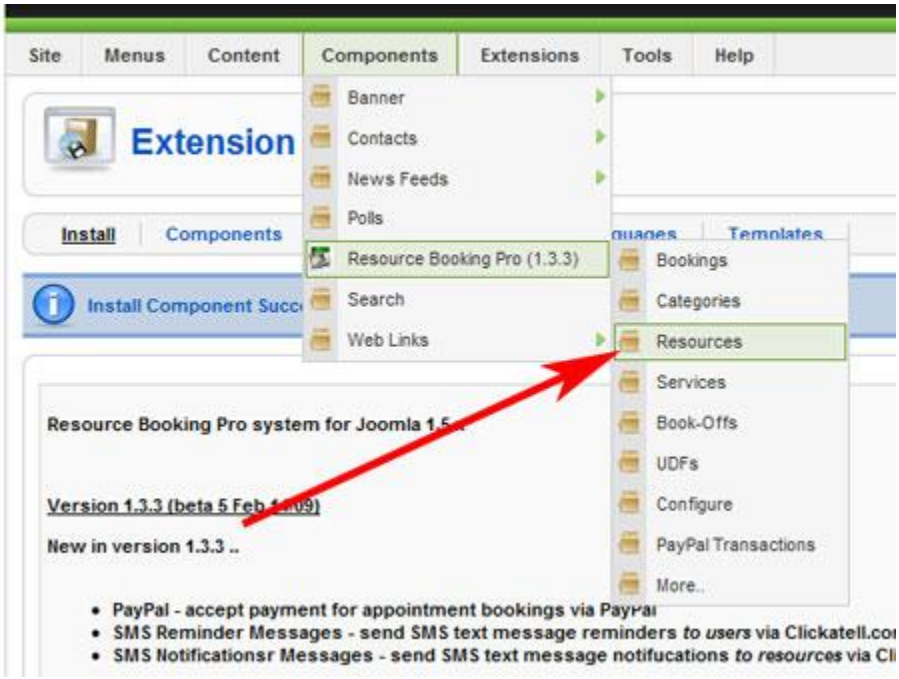
Minimum setup – Quick Start

Ok, you have RBPro installed, now what.

The bare minimum you need before you can try out the booking screens is something to book.

You need to add a resource.

Select the Resources menu item



The select 'New' button to open the Resource Edit screen.

The Resource Detail screen is one of the busiest in the system but don't worry, for now just enter a name and description. The description is what will be shown in the booking screen. Click on Save to save the new resource.

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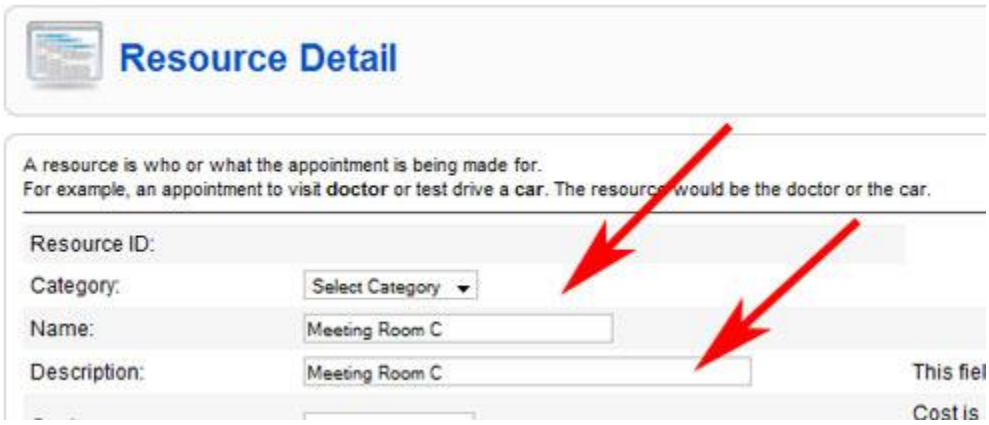
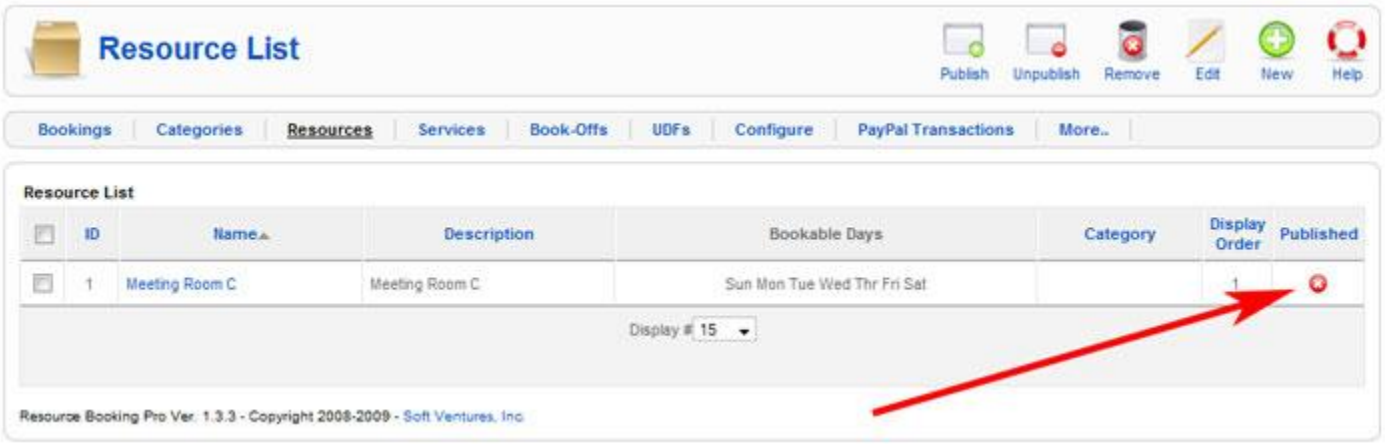
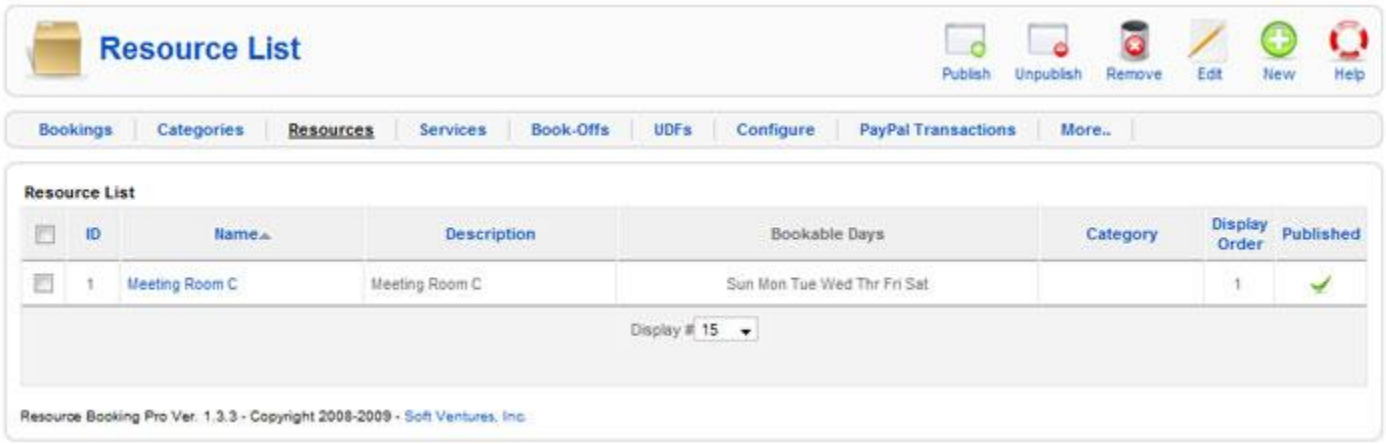

Resource Detail
A resource is who or what the appointment is being made for.
For example, an appointment to visit doctor or test drive a car. The resource would be the doctor or the car.
Resource ID:
Category:
Select Category
Name:
Meeting Room C
Description:
Meeting Room C
This fiel
Cost is

We need to publish the new resource by clicking on the red X..





That gives us a Resource so we can now map a booking screen to a menu item and try it out.

Go to the Joomla menu system and add a new Main Menu item.

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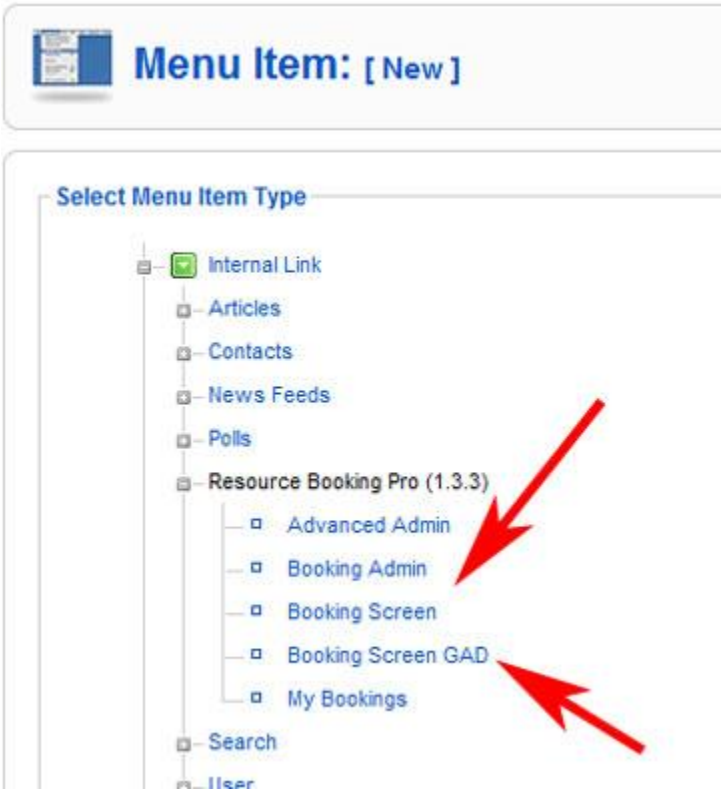
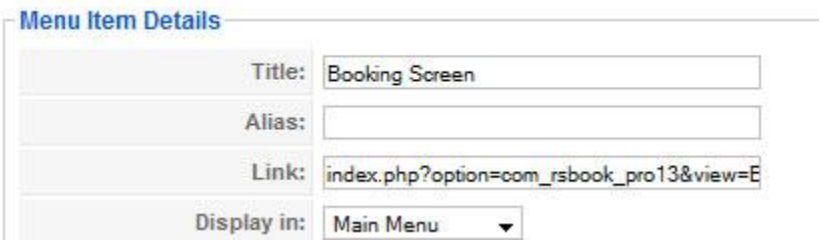
You have two choices for booking screens, simple 'Booking Screen' or the Graphic Availability Display or 'GAD Booking Screen'.



The GAD Booking screen has a grid displaying available and booked areas. Lets use that one.

Enter a title for the menu item then save.



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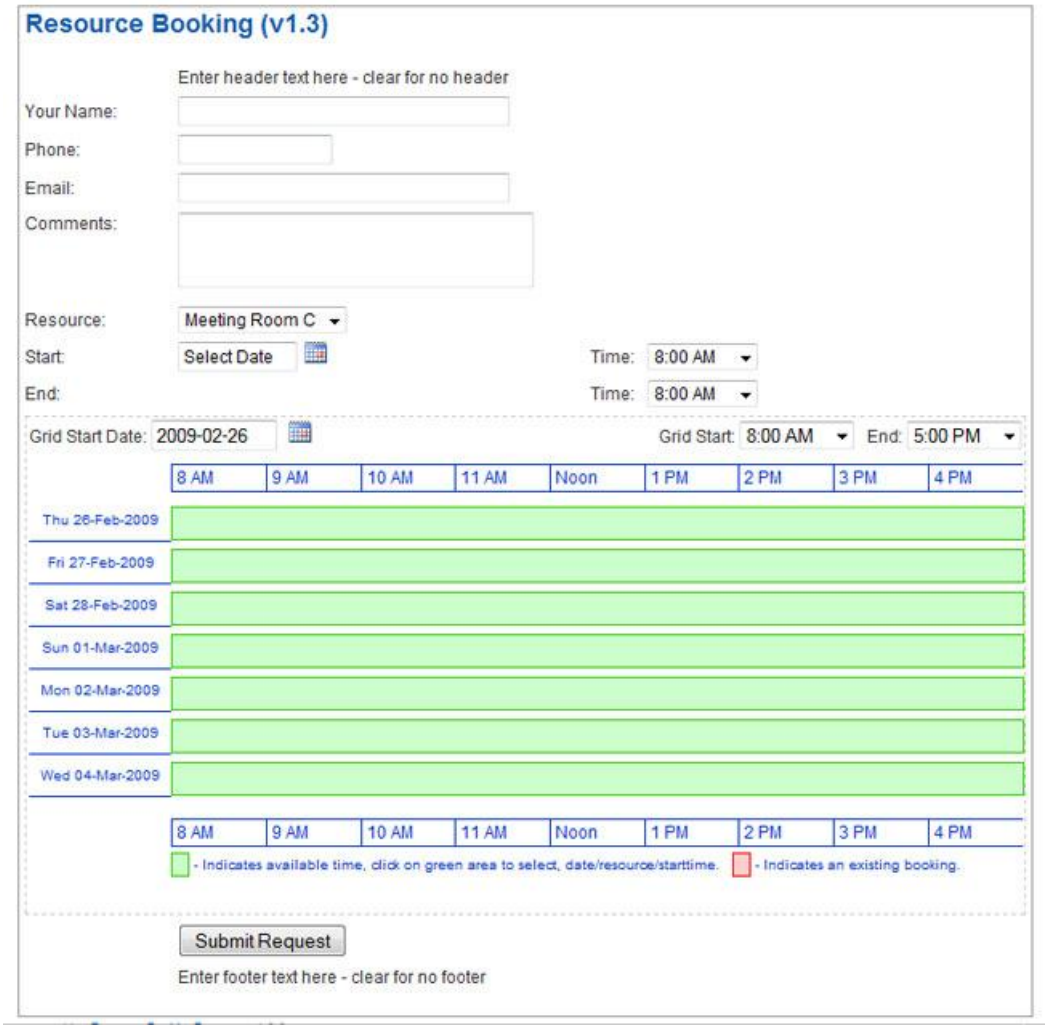
And here it is..


Resource Booking (v1.3)
Enter header text here - clear for no header
Your Name:
Phone:
Email:
Comments:
Resource: Meeting Room C
Start: Select Date Time: 8:00 AM
End: Time: 8:00 AM
Grid Start Date: 2009-02-26 Grid Start: 8:00 AM End: 5:00 PM
8 AM 9 AM 10 AM 11 AM Noon 1 PM 2 PM 3 PM 4 PM
Thu 26-Feb-2009
Fri 27-Feb-2009
Sat 28-Feb-2009
Sun 01-Mar-2009
Mon 02-Mar-2009
Tue 03-Mar-2009
Wed 04-Mar-2009
8 AM 9 AM 10 AM 11 AM Noon 1 PM 2 PM 3 PM 4 PM
- Indicates available time, click on green area to select, date/resource/starttime.
- Indicates an existing booking.
Submit Request
Enter footer text here - clear for no footer

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The Administrator Menu

The back end administrator menu is where all setup and management is done.

There are also two front end Administrator screens but these are for designated resource administrators to use and are limited in functionality.

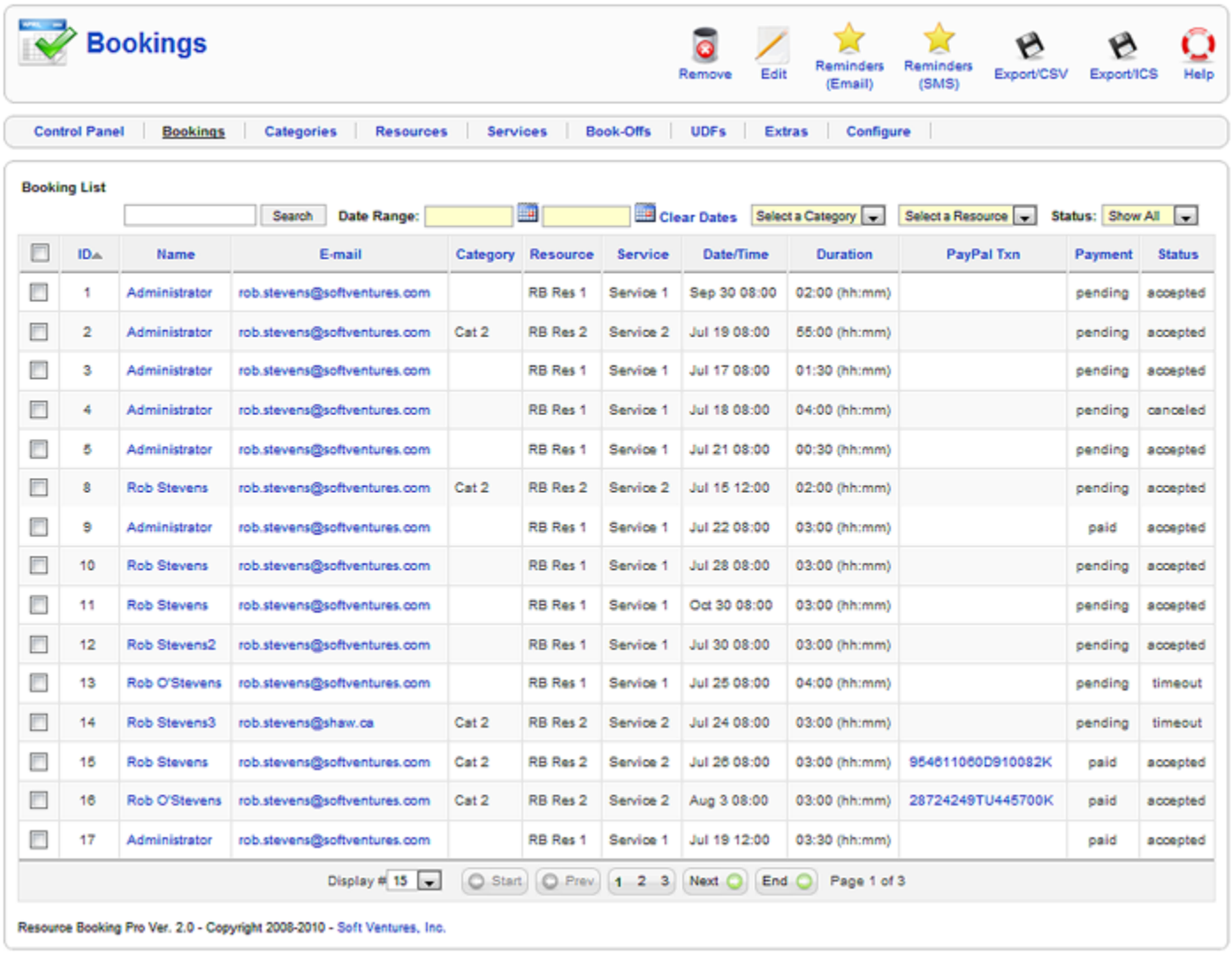
As a rule there will always be a list screen and a detail. For example; a list of Resources, then click on a link to access the details of a specific Resource.

Some exceptions are screens like Configure, Backup/Restore etc, where the list-detail idea does not apply.

There is a **Help** button at the top right of each screen with brief help information about the screen.

Bookings List

This is the default opening screen for the component.


Bookings
Remove
Edit
Reminders (Email)
Reminders (SMS)
Export/CSV
Export/ICS
Help
Control Panel | Bookings | Categories | Resources | Services | Book-Offs | UDFs | Extras | Configure
Booking List
Search
Date Range:
Clear Dates
Select a Category
Select a Resource
Status: Show All
ID | Name | E-mail | Category | Resource | Service | Date/Time | Duration | PayPal Txn | Payment | Status
1 | Administrator | rob.stevens@softventures.com | | RB Res 1 | Service 1 | Sep 30 08:00 | 02:00 (hh:mm) | | pending | accepted
2 | Administrator | rob.stevens@softventures.com | Cat 2 | RB Res 2 | Service 2 | Jul 19 08:00 | 55:00 (hh:mm) | | pending | accepted
3 | Administrator | rob.stevens@softventures.com | | RB Res 1 | Service 1 | Jul 17 08:00 | 01:30 (hh:mm) | | pending | accepted
4 | Administrator | rob.stevens@softventures.com | | RB Res 1 | Service 1 | Jul 18 08:00 | 04:00 (hh:mm) | | pending | canceled
5 | Administrator | rob.stevens@softventures.com | | RB Res 1 | Service 1 | Jul 21 08:00 | 00:30 (hh:mm) | | pending | accepted
8 | Rob Stevens | rob.stevens@softventures.com | Cat 2 | RB Res 2 | Service 2 | Jul 15 12:00 | 02:00 (hh:mm) | | pending | accepted
9 | Administrator | rob.stevens@softventures.com | | RB Res 1 | Service 1 | Jul 22 08:00 | 03:00 (hh:mm) | | paid | accepted
10 | Rob Stevens | rob.stevens@softventures.com | | RB Res 1 | Service 1 | Jul 28 08:00 | 03:00 (hh:mm) | | pending | accepted
11 | Rob Stevens | rob.stevens@softventures.com | | RB Res 1 | Service 1 | Oct 30 08:00 | 03:00 (hh:mm) | | pending | accepted
12 | Rob Stevens2 | rob.stevens@softventures.com | | RB Res 1 | Service 1 | Jul 30 08:00 | 03:00 (hh:mm) | | pending | accepted
13 | Rob O'Stevens | rob.stevens@softventures.com | | RB Res 1 | Service 1 | Jul 25 08:00 | 04:00 (hh:mm) | | pending | timeout
14 | Rob Stevens3 | rob.stevens@shaw.ca | Cat 2 | RB Res 2 | Service 2 | Jul 24 08:00 | 03:00 (hh:mm) | | pending | timeout
15 | Rob Stevens | rob.stevens@softventures.com | Cat 2 | RB Res 2 | Service 2 | Jul 26 08:00 | 03:00 (hh:mm) | 954611060D910082K | paid | accepted
16 | Rob O'Stevens | rob.stevens@softventures.com | Cat 2 | RB Res 2 | Service 2 | Aug 3 08:00 | 03:00 (hh:mm) | 28724249TU445700K | paid | accepted
17 | Administrator | rob.stevens@softventures.com | | RB Res 1 | Service 1 | Jul 19 12:00 | 03:30 (hh:mm) | | paid | accepted
Display # 15
Start
Prev
1 2 3
Next
End
Page 1 of 3
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The Bookings screen lists all bookings in the system. It has several filters to help manage a large list.

When a user submits a booking request via the Resource Booking component's entry screen, a 'Resource Request' is created.

This screen shows all requests. The term 'request' is a hold over from the programs early days. An accepted Resource booking is still a booking 'request'.

Toolbar Icons

Remove: Deletes one or more booking requests.

Edit: Opens the Resources Edit screen to allow you to view and modify the request.

Email Reminders: You can send reminder messages to users. (message is text defined in the configure screen). Use the Date filter to choose a date then select bookings to receive reminders. Reminders will only be sent to bookings in the future, that are in 'Accepted' status.

SMS Reminders: You can also send SMS text message reminders to users. (message is text defined in the configure screen). Use the Date filter to choose a date then select bookings to receive reminders. Reminders will only be sent to bookings in the future, that are in 'Accepted' status.

Export/CSV: Exports request details for one or more Resources to a csv file. The csv file can be read into Excel for reporting purposes.

Export/ICS: Exports request details for one or more Appointments to an ics file. The ics file can be emailed to Outlook and the selected appointments will be added to the Outlook calendar. Note this is a one-way operation. Changes made in Outlook will and NO EFFECT on RBPro.

Help: Opens this help screen.

Filters

Date: Filter by date, use the 'Clear Date' link to remove filter.

Category: Filter by Category

Resource: Filter by resource:

- *Show All* - Resources for all resources.
- *name* - Choose a specific resource

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Status: Filter by request status:

- *New* - a new request.
- *Pending*- when using PayPal a new booking goes in a pending and is changed to accepted status when PayPal sends back an ipn message saying payment is complete.
- *Accepted* - accepted request - resource is booked.
- *Declined* - admin refused the booking.
- *Cancelled* - Request was cancelled by admin.
- *No Show* – customer/patient did not show up for Resource
- *Attended* – customer/patient did show up for Resource
- *Deleted* – Resource deleted by customer/patient

List Area

ID: Unique ID for the request.
Name: Requestor's name.
Email: Email address (if supplied) of the requestor, click on the address to send an email to the person.
Resource: Name of the Resource being booked.
Time: Date and time of the booking.
PayPal Txn: PayPal transaction ID, this ID is generated by PayPal.
Payment: Payment status of the booking.
Status: Request status (see filters above)

Click on the **Name link** to open the edit screen.

Click on the **Email** link to send an email mail message.

Click on the **PayPal Txn** link to view the details of the PayPal transaction (read only)

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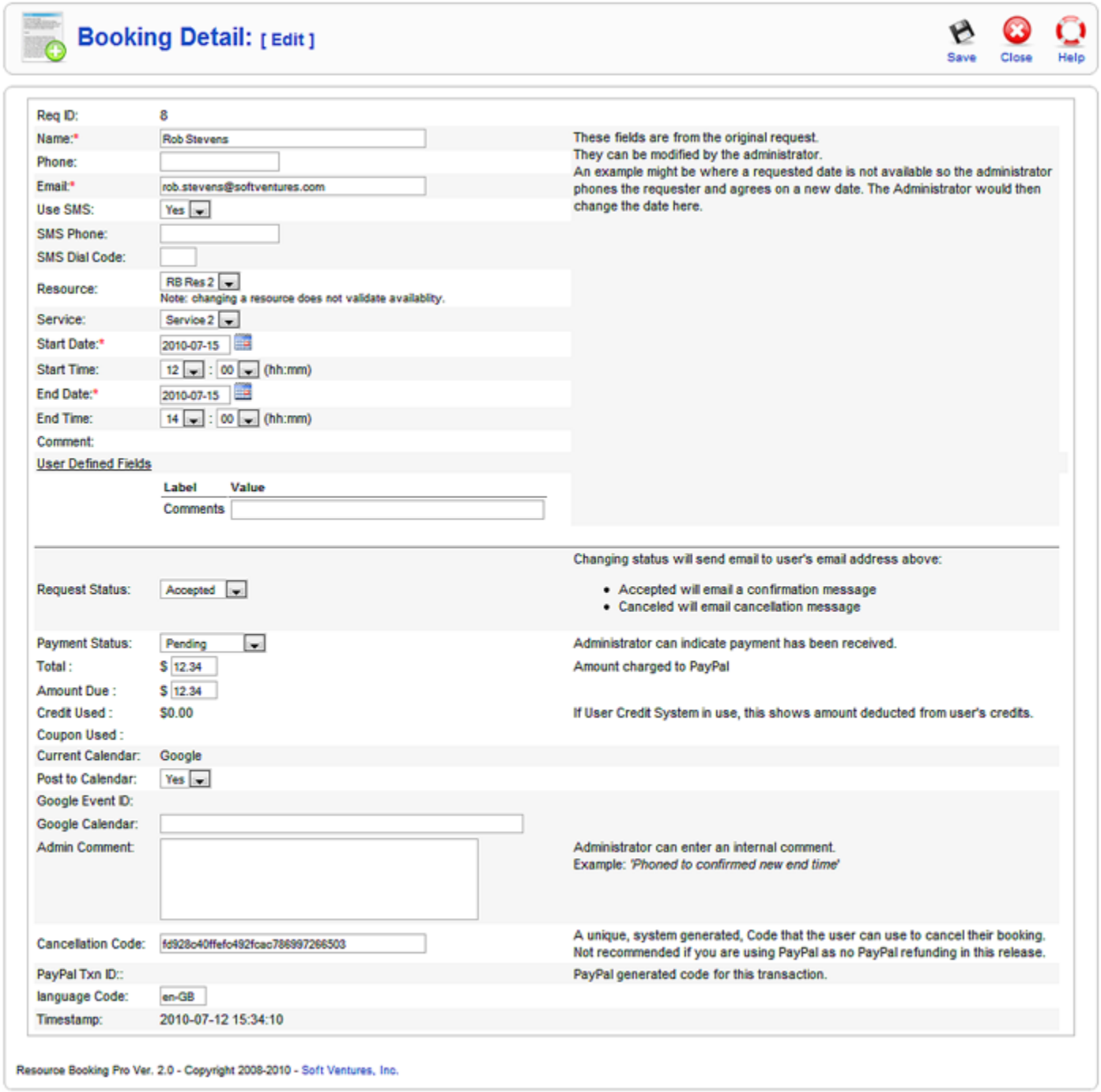
Booking Detail

Access the Booking detail by clicking on the name in the booking list screen.


Booking Detail: [Edit]
Save
Close
Help
Req ID: 8
Name:* Rob Stevens
Phone:
Email:* rob.stevens@softventures.com
Use SMS: Yes
SMS Phone:
SMS Dial Code:
Resource: RB Res 2
Note: changing a resource does not validate availability.
Service: Service 2
Start Date:* 2010-07-15
Start Time: 12 : 00 (hh:mm)
End Date:* 2010-07-15
End Time: 14 : 00 (hh:mm)
Comment:
User Defined Fields
Label Value
Comments
These fields are from the original request.
They can be modified by the administrator.
An example might be where a requested date is not available so the administrator phones the requester and agrees on a new date. The Administrator would then change the date here.
Request Status: Accepted
Changing status will send email to user's email address above:
Accepted will email a confirmation message
Canceled will email cancellation message
Payment Status: Pending
Administrator can indicate payment has been received.
Total : $ 12.34
Amount charged to PayPal
Amount Due : $ 12.34
Credit Used : $0.00
If User Credit System in use, this shows amount deducted from user's credits.
Coupon Used :
Current Calendar: Google
Post to Calendar: Yes
Google Event ID:
Google Calendar:
Admin Comment:
Administrator can enter an internal comment.
Example: 'Phoned to confirmed new end time'
Cancellation Code: fd928c40ffefc492fcac786997266503
A unique, system generated, Code that the user can use to cancel their booking.
Not recommended if you are using PayPal as no PayPal refunding in this release.
PayPal Txn ID::
PayPal generated code for this transaction.
language Code: en-GB
Timestamp: 2010-07-12 15:34:10
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The heart of the component is the Resource booking.

This screen allows you to view and edit the details of a request or Resource booking.

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Toolbar Icons

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

Edit Area

The edit area is divided into two sections; the top is the request as it came from the user. The lower section is an Admin area where the administrator decides what to do the request.

Name, Phone, Email: The top fields are self explanatory.

Use SMS: RBPro can send reminder messages via SMS text messaging. This feature requires an account with Clickatell.com. If you have SMS enabled (see configuration for setting up SMS) the booking screen will ask the customer if they want SMS reminder messages. This will so if they said Yes or No.

SMS Phone: If the customer wished SMS reminders, they enter a cell phone to receive them.

SMS Dial Code: If the site is being run in North America the dial code is 1 and that is the default for RBPro. If the site is being run elsewhere, the configuration area lets you set an alternate default dial code. If you are running in a part of the world where your customers may come from different dial codes, you can have a dropdown list of codes displayed for the customer to choose from.

Resource: The resource being booked.

Service: The service (optional) that the customer chose.

Comment: This is the comment from the user and is not editable.

User Defined Fields (UDFs): This area shows the values entered by the user for any UDFs you have defined. On the right shows the type of UDF and the label. UDF data is not editable in the current version of RBPro.

Below the UDFs is the Admin area.

Request Status: Used and an indicator for the administrator and also by the system if duplicate bookings are not allowed. Bookings with status of Accepted OR Pending will trigger a conflict message if Prevent Duplicate Bookings is set to Yes. Well, it is a bit more complicated that that as you *can* allow x number of duplicates, like x students booked into a class. See the resource setup screen for more details on duplicate booking options.

Payment Status: Change as required to indicate payment has been received. This can be set to be changed by PayPal when payment is completed.

Current Calendar: Read-only indicator of which 3rd party calendar you current have RBPro set to use.

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Post to Calendar:

To have an entry added to a 3rd party calendar the following are required:

- A calendar chosen in the configure screen
- The **Request Status** set to 'Accepted'
- The **Post to Calendar** set to 'Yes'

Calendar Category: The 3rd party calendars require a category be specified.

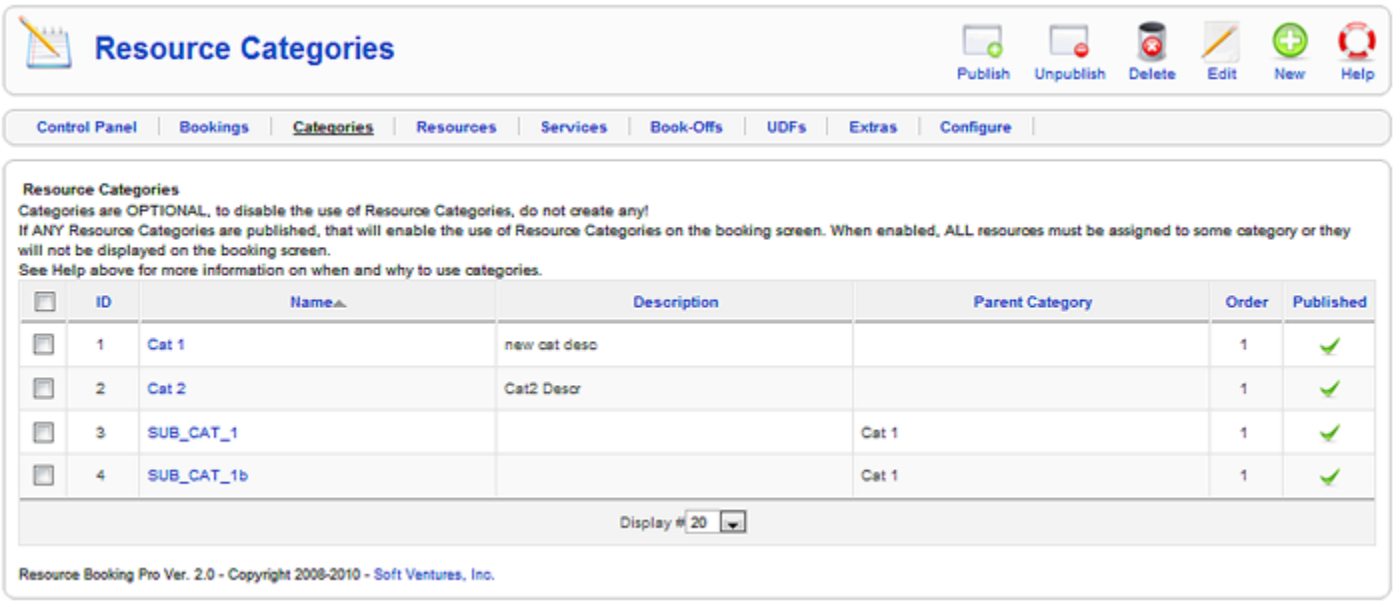
Calendar Comment: This comment will appear in the calendar booking details. This has been pretty much superseded by the new calendar body settings in the configuration screen, calendars tab. You can now define what is to go into the calendar body using tokens so the user's data will be inserted. See Configuration, Calendars for details.

Administrator Comment: Administrator can enter an internal comment. Example: *'Phoned to confirmed new end time*'

Timestamp: read only, showing time request was entered.

Note: If you have set Calendar to 'None', the calendar related fields will not appear in this screen.

Categories


Resource Categories
Publish
Unpublish
Delete
Edit
New
Help
Control Panel | Bookings | Categories | Resources | Services | Book-Offs | UDFs | Extras | Configure
Resource Categories
Categories are OPTIONAL, to disable the use of Resource Categories, do not create any!
If ANY Resource Categories are published, that will enable the use of Resource Categories on the booking screen. When enabled, ALL resources must be assigned to some category or they will not be displayed on the booking screen.
See Help above for more information on when and why to use categories.
ID
Name
Description
Parent Category
Order
Published
1 Cat 1 new cat desc 1
2 Cat 2 Cat2 Descr 1
3 SUB_CAT_1 Cat 1 1
4 SUB_CAT_1b Cat 1 1
Display # 20
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The first thing to point out is that Categories are OPTIONAL - you do not need to set up any categories unless you feel they would help or be useful to you.

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What is a Category?

A category is an arbitrarily defined entity that a resource can belong, or be assigned to. Categories sit above resources in the structure hierarchy.

Why use Categories?

Two reasons mainly;

1. You have too many resources to fit in the resource drop down list. With categories you can break the resources list into groups (or categories). The user first picks the category, then sees a smaller list of resources that you have assigned to the category.

2. Physical locations. If you have offices in two cities you can set up two categories and assign the resources in the appropriate category.

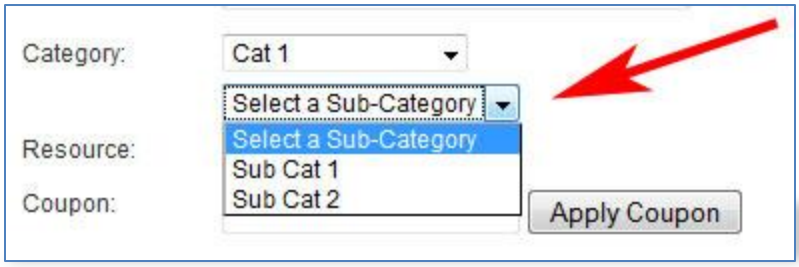
Things to know about Categories.

There is a one to one relation between a resource and a category, you can only assign a resource to one category.

Hierarchy

Resource Category -> Resource -> Resource Service

NEW – you can now define one level of subcategory..



Example:

Categories defined: Calgary Office, Edmonton Office

Resources:
Dr Foo - assigned Calgary Office
Dr Bar - assigned Edmonton Office

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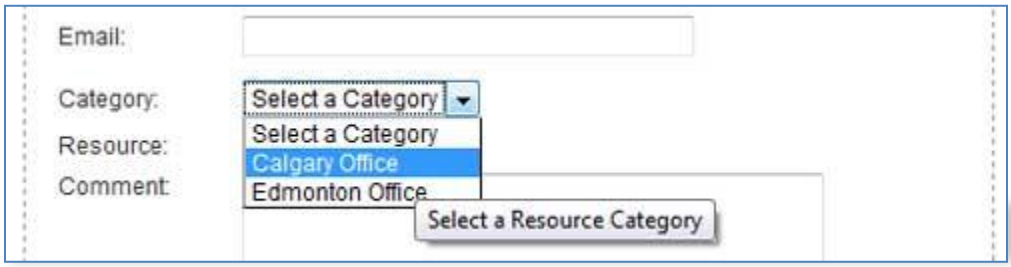
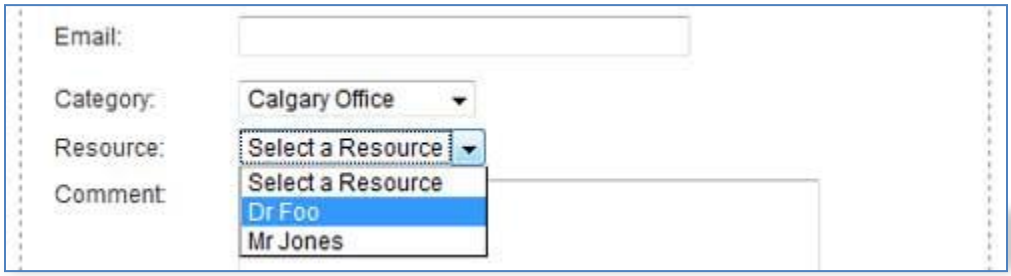
Mr Smith - assigned Edmonton Office
Mr Jones - assigned Calgary Office





What if Dr Foo works out of both offices?

He would no doubt **not** be in both locations at the same time. Make two resources called Dr Foo and assign one to each office. Each 'Dr Foo' will need its own available dates and times.

To **DISABLE** the use of Resource Categories, **do not create any**!

If ANY Resource Categories are published, that will enable the use of Resource Categories on the booking screen. When enabled, ALL resources must be assigned to some category or they will not be displayed on the booking screen.

Toolbar Icons

Publish: Sets one or more categories to Unpublished. Only Published categories will appear in the drop down list on the Resource Booking screen.
Unpublish: Sets one or more categories to Unpublished so they will not show in the drop down list on the Resource Booking screen.
Remove: Deletes one or more categories.
Edit: Opens the Category Edit screen to allow you to view and modify the category.
New: Opens the New Category screen to allow you to add a new category.
Help: Opens this help screen.

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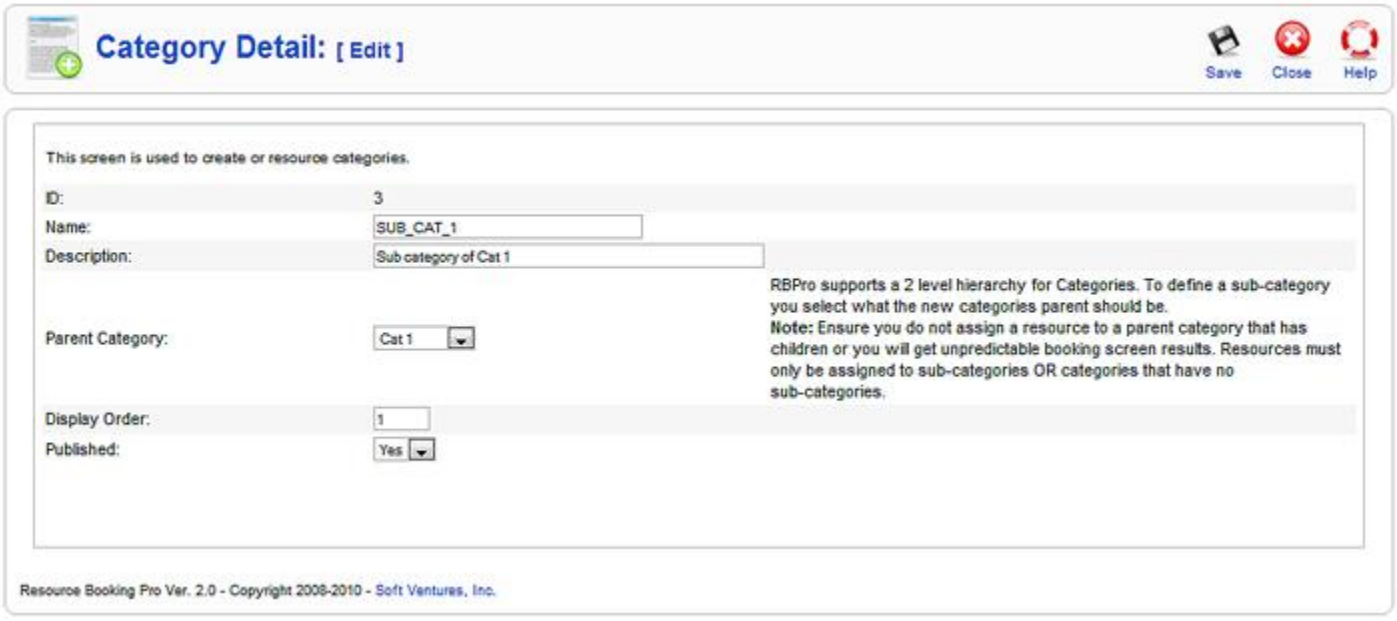
List Area

ID: Unique ID for the category.
Name: Category name.
Description: Category description, for internal use, does not appear on user screen anywhere.
Display Order: Order the categories will appear in the Category drop down list.
Published: Indicates the published state.

Click on the **Name link** to open the edit screen.

Category Detail

A category is an arbitrarily define entity that a resource can belong, or be assigned to. Categories sit above resources in the structure hierarchy.


Category Detail: [Edit]
Save
Close
Help
This screen is used to create or resource categories.
ID:
3
Name:
SUB_CAT_1
Description:
Sub category of Cat 1
RBPro supports a 2 level hierarchy for Categories. To define a sub-category you select what the new categories parent should be.
Note: Ensure you do not assign a resource to a parent category that has children or you will get unpredictable booking screen results. Resources must only be assigned to sub-categories OR categories that have no sub-categories.
Parent Category:
Cat 1
Display Order:
1
Published:
Yes
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Toolbar Icons

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

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Edit Area

Name: Name of the Category, this will appear in the drop down list on the Resource Booking screen.
Description: For internal use only.
Parent Category: RBPro supports a 2 level hierarchy for Categories. To define a sub-category you select what the new categories parent should be.
Note: Ensure you do not assign a resource to a parent category that has children or you will get unpredictable booking screen results. **Resources must only be assigned to sub-categories OR categories that have no sub-categories.**
Order: This determines the order this Category will appear in the Category drop down list on the Resource Booking screen.
Published: Only categories with Published set to **Yes** will appear in the drop down list on the Resource Booking screen.

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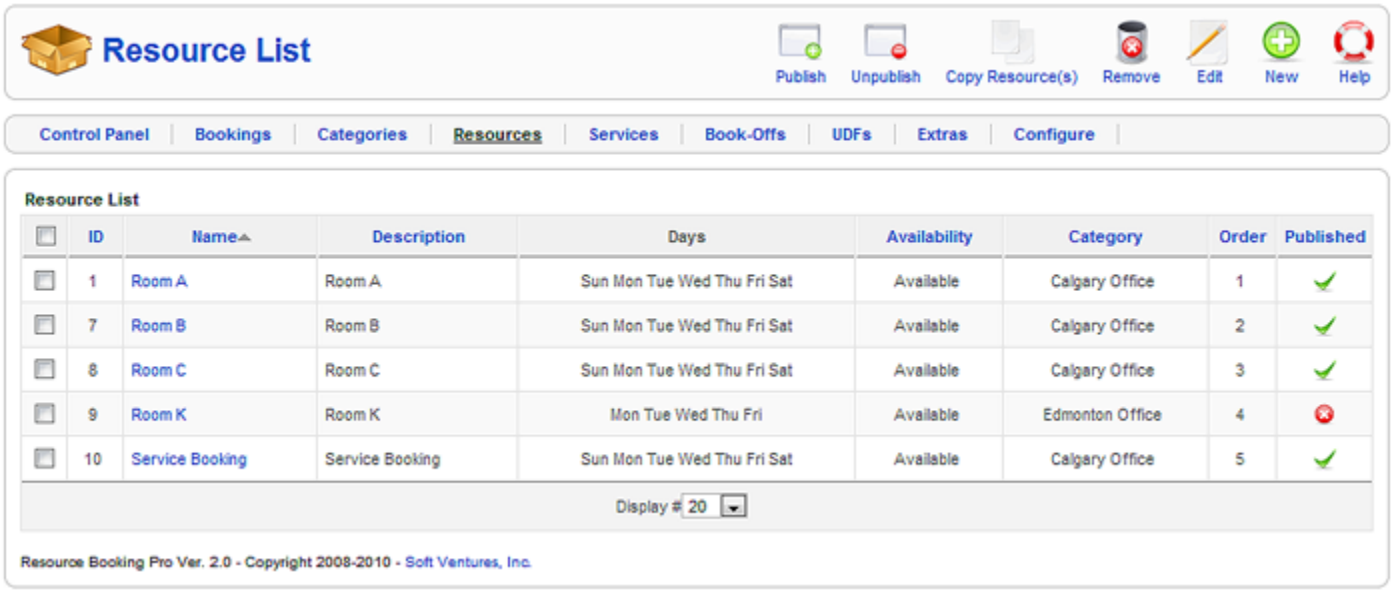
Resources List

List of resources that can be booked by visitors.



Toolbar Icons

Publish: Sets one or more resources to Unpublished. Only Published resources will appear in the dropdown list on the Resource Booking screen.
Unpublish: Sets one or more resources to Unpublished so they will not show in the dropdown list on the Resource Booking screen.
Copy Resource(s): Make a duplicate copy of one or more resources.
Remove: Deletes one or more resources.
Edit: Opens the Resource Edit screen to allow you to view and modify the resource.
New: Opens the New Resource screen to allow you to add a new resource.
Help: Opens this help screen.

List Area

ID: Unique ID for the resource.
Name: Resource name.
Description: Resource description that is used in the Resource dropdown list.
Days: Shows what days of the week this resource is available for booking.
Availability: A flag that can be set by admin or a front-end operator.
Display Order: Order the resources will appear in the Resource dropdown list.
Published: Indicates the published state.

Click on the **Name link** to open the edit screen.

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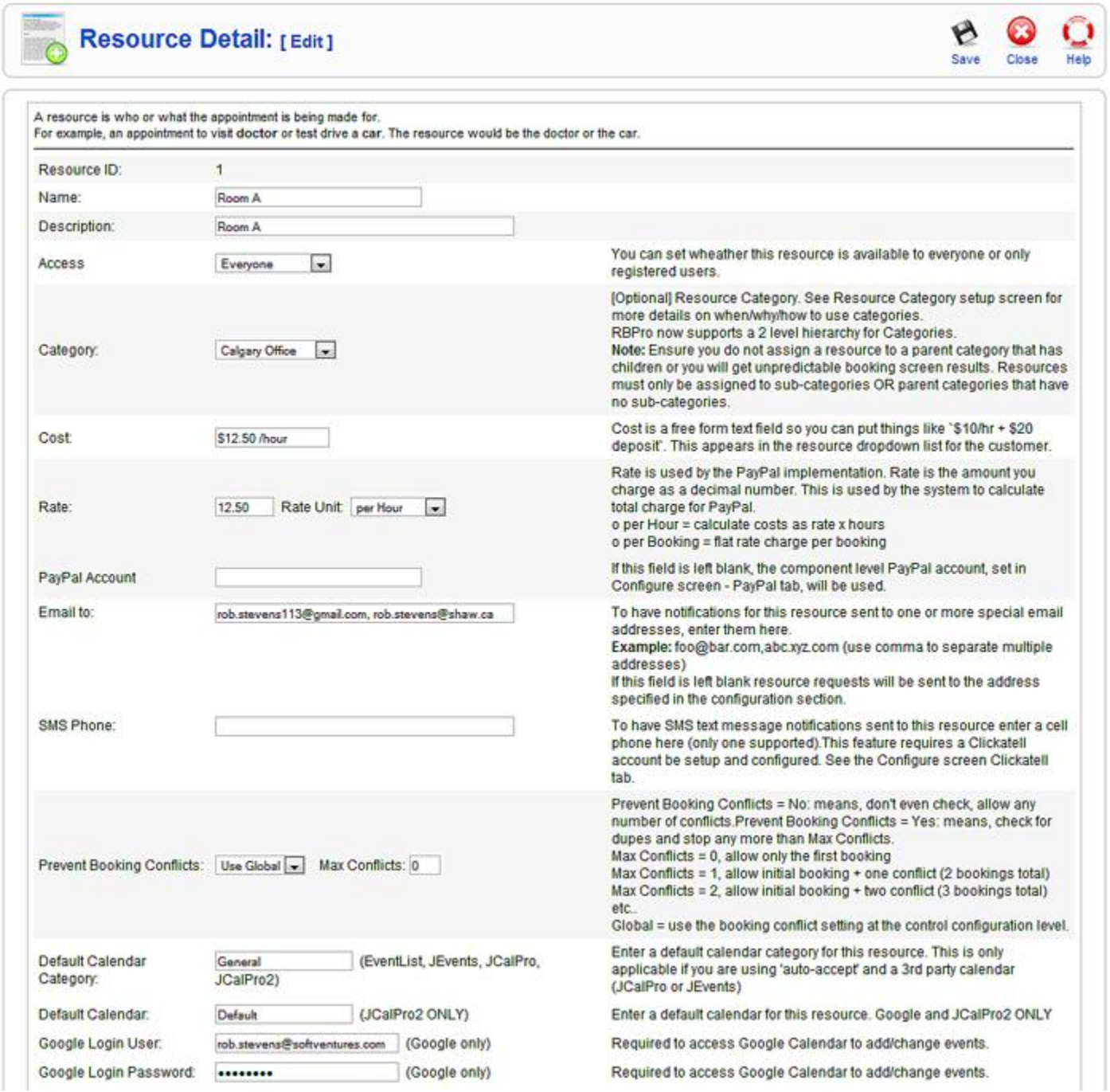
Resource Detail

The 'Resource' is what is being booked or reserved. A resource can be anything you want, a room (meeting room, exercise room, etc), a person (doctor, hair stylist, etc) or an object (computer, golf clubs, Ferrari)


Resource Detail: [Edit]
Save
Close
Help
A resource is who or what the appointment is being made for.
For example, an appointment to visit doctor or test drive a car. The resource would be the doctor or the car.
Resource ID: 1
Name: Room A
Description: Room A
Access: Everyone
You can set wheather this resource is available to everyone or only registered users.
Category: Calgary Office
[Optional] Resource Category. See Resource Category setup screen for more details on when/why/how to use categories.
RBPro now supports a 2 level hierarchy for Categories.
Note: Ensure you do not assign a resource to a parent category that has children or you will get unpredictable booking screen results. Resources must only be assigned to sub-categories OR parent categories that have no sub-categories.
Cost: $12.50 /hour
Cost is a free form text field so you can put things like `$10/hr + $20 deposit`. This appears in the resource dropdown list for the customer.
Rate: 12.50 Rate Unit: per Hour
Rate is used by the PayPal implementation. Rate is the amount you charge as a decimal number. This is used by the system to calculate total charge for PayPal.
o per Hour = calculate costs as rate x hours
o per Booking = flat rate charge per booking
PayPal Account
If this field is left blank, the component level PayPal account, set in Configure screen - PayPal tab, will be used.
Email to: rob.stevens113@gmail.com, rob.stevens@shaw.ca
To have notifications for this resource sent to one or more special email addresses, enter them here.
Example: foo@bar.com,abc.xyz.com (use comma to separate multiple addresses)
If this field is left blank resource requests will be sent to the address specified in the configuration section.
SMS Phone:
To have SMS text message notifications sent to this resource enter a cell phone here (only one supported).This feature requires a Clickatell account be setup and configured. See the Configure screen Clickatell tab.
Prevent Booking Conflicts: Use Global Max Conflicts: 0
Prevent Booking Conflicts = No: means, don't even check, allow any number of conflicts.Prevent Booking Conflicts = Yes: means, check for dupes and stop any more than Max Conflicts.
Max Conflicts = 0, allow only the first booking
Max Conflicts = 1, allow initial booking + one conflict (2 bookings total)
Max Conflicts = 2, allow initial booking + two conflict (3 bookings total)
etc..
Global = use the booking conflict setting at the control configuration level.
Default Calendar Category: General (EventList, JEvents, JCalPro, JCalPro2)
Enter a default calendar category for this resource. This is only applicable if you are using 'auto-accept' and a 3rd party calendar (JCalPro or JEvents)
Default Calendar: Default (JCalPro2 ONLY)
Enter a default calendar for this resource. Google and JCalPro2 ONLY
Google Login User: rob.stevens@softventures.com (Google only)
Required to access Google Calendar to add/change events.
Google Login Password: •••••••• (Google only)
Required to access Google Calendar to add/change events.

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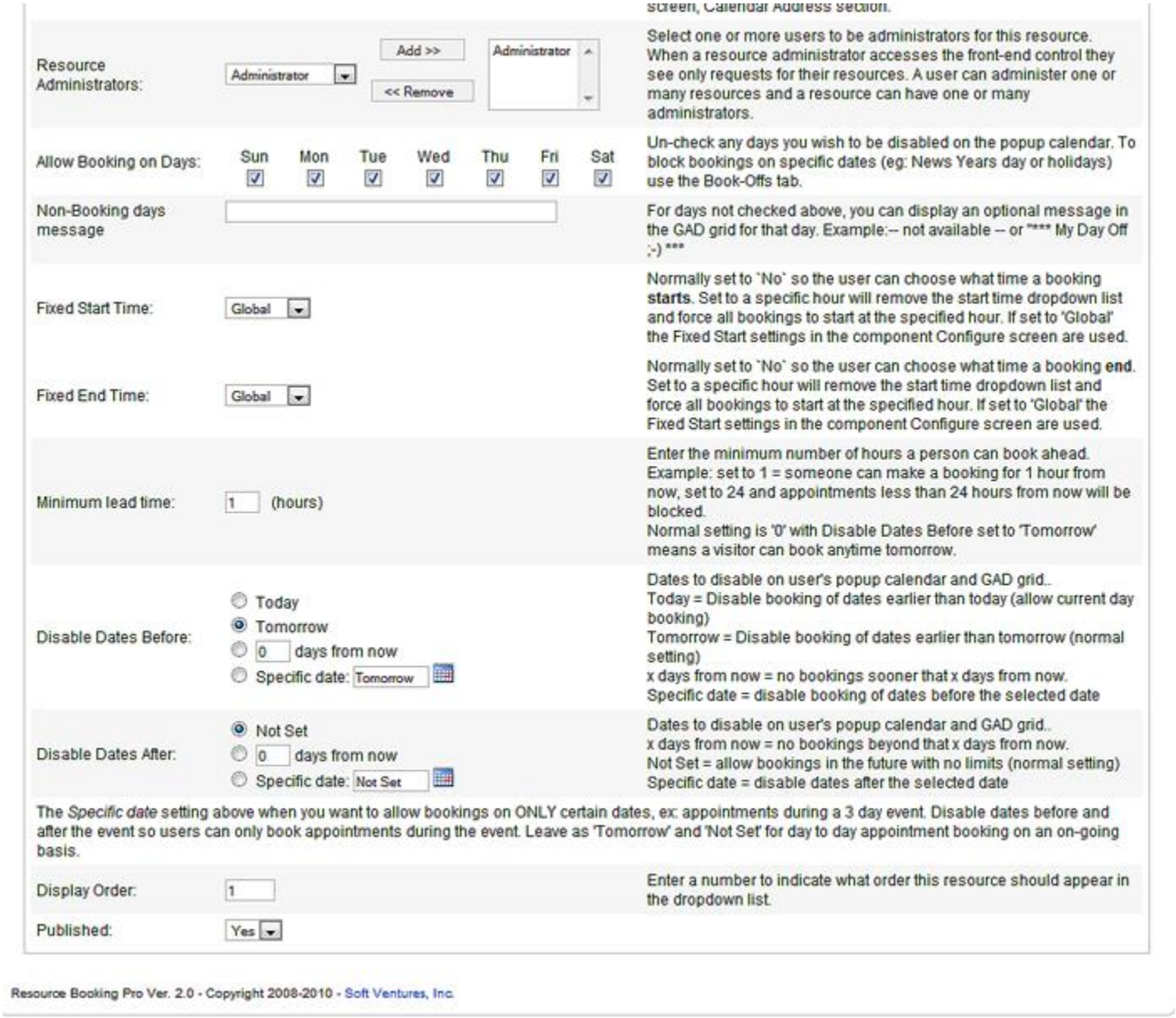
screen, Calendar Address section.
Resource Administrators:
Administrator
Add >>
<< Remove
Administrator
Select one or more users to be administrators for this resource. When a resource administrator accesses the front-end control they see only requests for their resources. A user can administer one or many resources and a resource can have one or many administrators.
Allow Booking on Days:
Sun Mon Tue Wed Thu Fri Sat
Un-check any days you wish to be disabled on the popup calendar. To block bookings on specific dates (eg: News Years day or holidays) use the Book-Offs tab.
Non-Booking days message
For days not checked above, you can display an optional message in the GAD grid for that day. Example:-- not available -- or "*** My Day Off ;-) ***
Fixed Start Time:
Global
Normally set to 'No' so the user can choose what time a booking starts. Set to a specific hour will remove the start time dropdown list and force all bookings to start at the specified hour. If set to 'Global' the Fixed Start settings in the component Configure screen are used.
Fixed End Time:
Global
Normally set to 'No' so the user can choose what time a booking end. Set to a specific hour will remove the start time dropdown list and force all bookings to start at the specified hour. If set to 'Global' the Fixed Start settings in the component Configure screen are used.
Minimum lead time:
1
(hours)
Enter the minimum number of hours a person can book ahead. Example: set to 1 = someone can make a booking for 1 hour from now, set to 24 and appointments less than 24 hours from now will be blocked.
Normal setting is '0' with Disable Dates Before set to 'Tomorrow' means a visitor can book anytime tomorrow.
Disable Dates Before:
Today
Tomorrow
0
days from now
Specific date:
Tomorrow
Dates to disable on user's popup calendar and GAD grid..
Today = Disable booking of dates earlier than today (allow current day booking)
Tomorrow = Disable booking of dates earlier than tomorrow (normal setting)
x days from now = no bookings sooner that x days from now.
Specific date = disable booking of dates before the selected date
Disable Dates After:
Not Set
0
days from now
Specific date:
Not Set
Dates to disable on user's popup calendar and GAD grid..
x days from now = no bookings beyond that x days from now.
Not Set = allow bookings in the future with no limits (normal setting)
Specific date = disable dates after the selected date
The Specific date setting above when you want to allow bookings on ONLY certain dates, ex: appointments during a 3 day event. Disable dates before and after the event so users can only book appointments during the event. Leave as 'Tomorrow' and 'Not Set' for day to day appointment booking on an on-going basis.
Display Order:
1
Enter a number to indicate what order this resource should appear in the dropdown list.
Published:
Yes
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Toolbar Icons

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

Edit Area

Name: A resource must have a name. ex: 'Meeting Rom A' or 'Dr. Allan Harper.'

Description: The description is often just set to the name but can also include more information. This is the field that will be shown in the dropdown list so keep it as short as possible.

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Access: You can set whether this resource is available to everyone or only registered users.

Category: [Optional] Resource Category. See Resource Category setup screen for more details on when/why/how to use categories.
RBPro now supports a 2 level hierarchy for Categories.
Note: Ensure you do not assign a resource to a parent category that has children or you will get unpredictable booking screen results. Resources must only be assigned to sub-categories OR parent categories that have no sub-categories.

Cost: Cost is a free form text field so you can put things like `$10/hr + $20 deposit`. This appears in the resource dropdown list for the customer.

Rate: Rate is used by the PayPal implementation. Rate is the amount you charge as a decimal number. This is used by the system to calculate total charge for PayPal.

- per Hour = calculate costs as rate x hours
- per Booking = flat rate charge per booking

PayPal Account: You can define a different PayPal account for each resource. If left blank the PayPal account set in the Configure screen will be used for all resources.

Email To: To have notifications for this resource sent to **one or more** special email addresses, enter them here. Example: foo@bar.com,abc.xyz.com (use comma to separate multiple addresses) If this field is left blank resource requests will be sent to the address specified in the configuration section. The resource level overrides the component level. If you set a notification address at the resource level, the component level is ignored, if you want both you will need to add both at the resource level.

SMS Phone: To have SMS text message notifications sent to this resource enter a cell phone here (only one supported). This feature requires a Clickatell account be setup and configured. See the Configure screen Clickatell tab. If this field is left empty, no SMS messages will be sent to the resource.
SMS notifications are sent, to the resource, on these events :
- New booking
- User cancel from front end
- Booking status change; [status any status] -> accepted, by admin or front-end admin.
- Booking status change; [status any status] -> cancelled, by admin or front-end admin.

Prevent Booking Conflicts = No: means, don't even check, allow any number of conflicts.
Prevent Booking Conflicts = Yes: means, check for dupes and stop any more than Max Conflicts.
Max Conflicts = 0, allow only the first booking
Max Conflicts = 1, allow initial booking + one conflict (2 bookings total)
Max Conflicts = 2, allow initial booking + two conflict (3 bookings total)
etc..
Global = use the booking conflict setting at the control configuration level.

Default Calendar Category: Enter a default calendar category for this resource. This is only applicable if you are using 'auto-accept' and a 3rd party calendar (JCalPro or JEvents)

Resource Administrators: Select one or more users to be administrators for this resource. When a resource administrator accesses the front-end control they see only requests for their resources. A user can administer one or many resources and a resource can have one or many administrators.

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Allow Booking on Days: Un-check any days of the week that the resource is NOT available for booking. For specific dates off, use Book-offs. See the Book-offs section of this guide for details.

Non-Booking Days Message: If you would wish you can show a message, enter text here.

Minimum lead time:** Enter the minimum number of hours a person can book ahead. This was added for sites allowing 'current day' booking.
Example: set to 1 = someone can book an Resource for 1 hour from now, set to 24 and attempts to book Resources less than 24 hours from now will be blocked.
Normal setting is '0' with Disable Dates Before set to 'Tomorrow' means a visitor can book anytime tomorrow.

Disable Dates Before:** Dates to disable on user's popup calendar and the GAD display.

- Today = Disable booking of dates earlier than today (allow current day booking)
- Tomorrow = Disable booking of dates earlier than tomorrow (normal setting)
- Specific date = disable booking of dates before the selected date

Disable Dates After:** Dates to disable on user's popup calendar and the GAD display.

- Not Set = allow bookings in the future with no limits (normal setting)
- Specific date = disable dates after the selected date

You can use the above two settings when you want to allow bookings on ONLY certain dates, ex: Resources during a 3 day event. Disable dates before and after the event so users can only book Resources during the event.
Leave as 'Tomorrow' and 'Not Set' for day to day Resource booking on an on-going basis.

Display Order: Enter a number to indicate what order this resource should appear in the dropdown list.

Published: Only resources with Published set to **Yes** will appear in the dropdown list on the Booking screen

** These settings do not change the Graphic Availability Display (GAD) booking screen grid but do effect the validation. That means a user may see a timeslot that shows as available but when they try to book it the validation may tell them there is not enough lead time.

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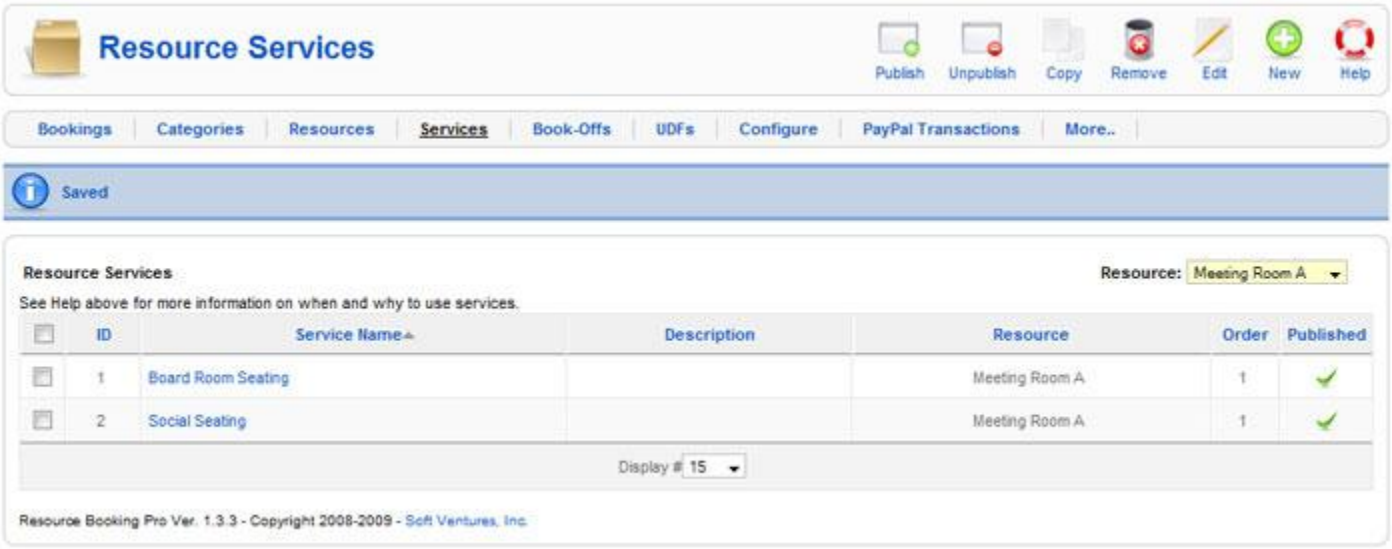
Services

The first thing to point out is that Services are OPTIONAL - you do not need to set up any services unless you feel they would help or be useful to you.



What is a Service?

A Service is an arbitrarily define entity that can be associated with resource. Services sit below resources in the structure hierarchy.

Why use Services?

If your resource can be booked to perform multiple tasks. Creating services for a resource allows your user to choose the resource AND what service is to be performed. An example would be a staff member in a Spa, she can be booked to do various services, massage, manicure, etc.

Things to know about Services.

You can create as many services as you wish for a resource. A service is specific to a resource but you can copy services to other resources. For example, if your Spa has three staff and all do massage, you can copy the 'massage' service to the other staff members (resources).

Services and categories can be used together and have no real relation to one another.

The service selected by the user will appear in the booking detail.

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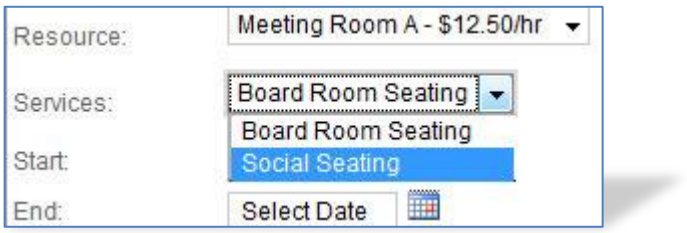
Hierarchy

Resource Category -> Resource -> **Resource Service**



Toolbar Icons

Publish: Sets one or more services to Unpublished. Only Published services will appear in the drop down list on the Resource Booking screen.
Unpublish: Sets one or more services to Unpublished so they will not show in the drop down list on the Resource Booking screen.
Copy: Select one or more services to copy to another resource.
Remove: Deletes one or more services.
Edit: Opens the Service Edit screen to allow you to view and modify the Service.
New: Opens the New Service screen to allow you to add a new Service.
Help: Opens this help screen.

Filter

Resource: select the resource who's services you wish to see.

List Area

ID: Unique ID for the Service.
Name: Service name.
Description: Service description, for internal use, does not appear on user screen anywhere.
Resource: the resource this service is for.
Display Order: Order the services will appear in the Service drop down list.
Published: Indicates the published state.

Click on the **Name link** to open the edit screen.

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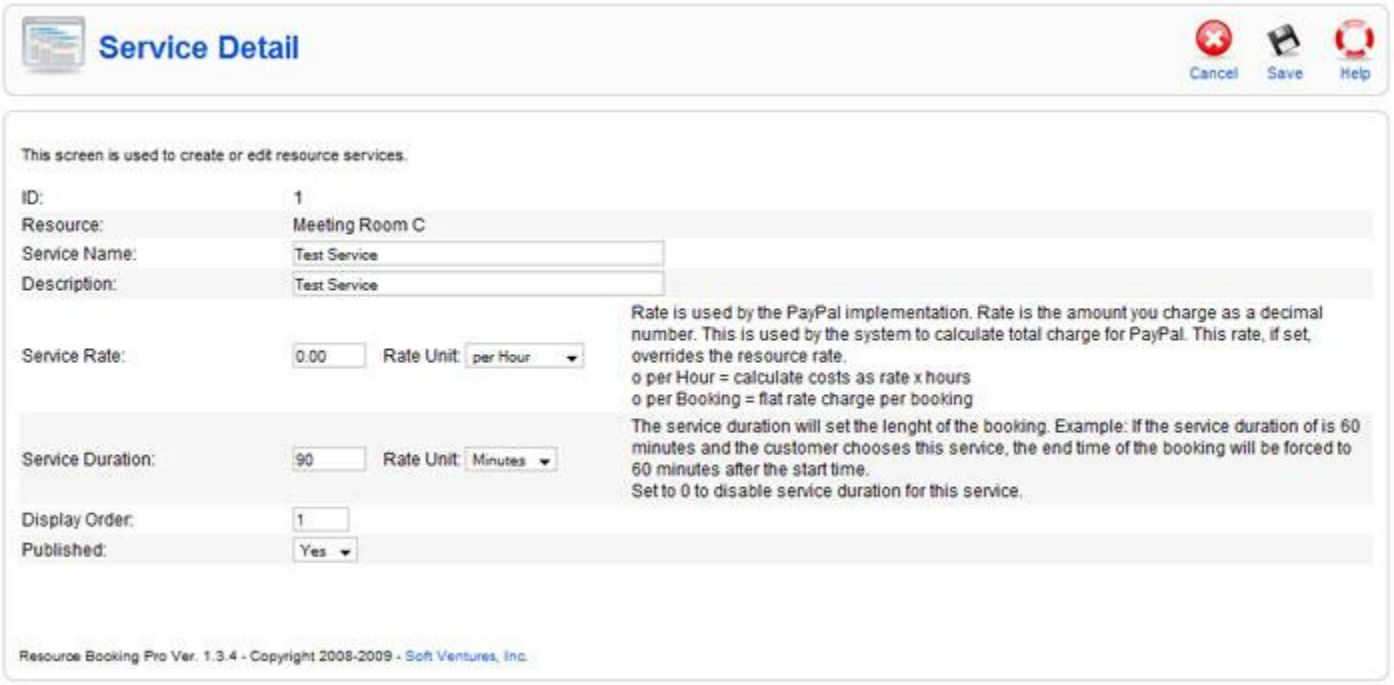
Service Detail

A Service is an arbitrarily define entity that can be associated with resource. Services sit below resources in the structure hierarchy.


Service Detail
Cancel
Save
Help
This screen is used to create or edit resource services.
ID: 1
Resource: Meeting Room C
Service Name: Test Service
Description: Test Service
Service Rate: 0.00 Rate Unit: per Hour
Rate is used by the PayPal implementation. Rate is the amount you charge as a decimal number. This is used by the system to calculate total charge for PayPal. This rate, if set, overrides the resource rate.
o per Hour = calculate costs as rate x hours
o per Booking = flat rate charge per booking
Service Duration: 90 Rate Unit: Minutes
The service duration will set the lenght of the booking. Example: If the service duration of is 60 minutes and the customer chooses this service, the end time of the booking will be forced to 60 minutes after the start time.
Set to 0 to disable service duration for this service.
Display Order: 1
Published: Yes
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Toolbar Icons

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

Edit Area

Resource: The resource this service will apply to.
Name: Name of the service, this will appear in the drop down list on the Resource Booking screen.
Description: For internal use only.
Service Rate: Rate is used by the PayPal implementation. Rate is the amount you charge as a decimal number. This is used by the system to calculate total charge for PayPal. This rate, if set, overrides the resource rate.
Rate Unit:

- per Hour = calculate costs as rate x hours
- per Booking = flat rate charge per booking

Services Duration: The service duration will let set the length of the booking.
Example: If the service duration of is 60 minutes and the customer chooses this service, the end time of the booking will be forced to 60 minutes after the start time.

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Set to 0 to disable service duration for this service
Rate Unit:

- Minutes
- Hours

Order: This determines the order this service will appear in the service drop down list on the Resource Booking screen.
Published: Only services with Published set to **Yes** will appear in the drop down list on the Resource Booking screen.

Service Copy

You can copy a service from one resource to one or more others.
Select a service in the service list, then click on Copy.

Copy Resource Service(s)
Copy Resource Service(s)
Destination Resource
Meeting Room A
Meeting Room B
Meeting Room C
Meeting Room D
Meeting Room K
Select one or more resources.
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Choose your destination resources for the copy, then click Copy Now.

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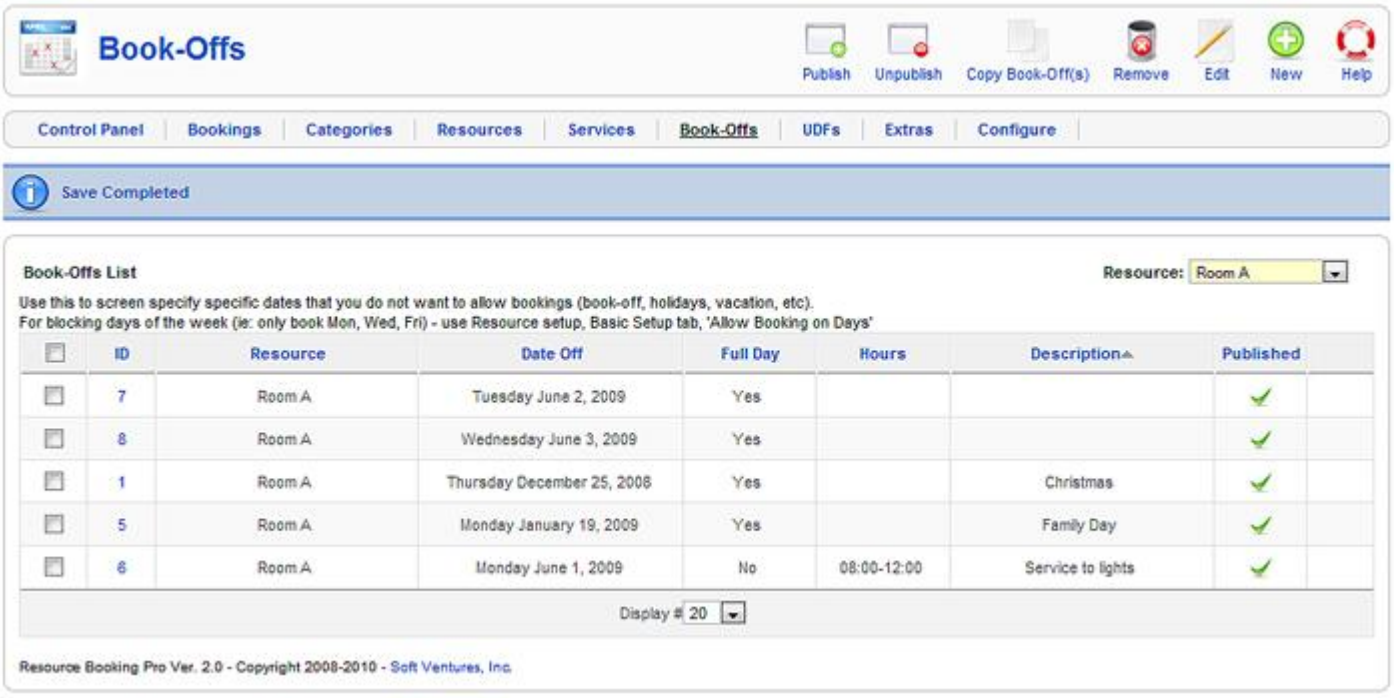
Book-Offs

A Book-Off is a specific date or dates that you do not want to allow bookings for a resource. Examples would be holidays, vacation days, etc.

For blocking days of the week (ie: only book Mon, Wed, Fri) - use Resource setup, Basic Setup tab, 'Allow Booking on Days'


Book-Offs
Publish
Unpublish
Copy Book-Off(s)
Remove
Edit
New
Help
Control Panel
Bookings
Categories
Resources
Services
Book-Offs
UDFs
Extras
Configure
Save Completed
Book-Offs List
Resource: Room A
Use this to screen specify specific dates that you do not want to allow bookings (book-off, holidays, vacation, etc).
For blocking days of the week (ie: only book Mon, Wed, Fri) - use Resource setup, Basic Setup tab, 'Allow Booking on Days'
ID | Resource | Date Off | Full Day | Hours | Description | Published
7 | Room A | Tuesday June 2, 2009 | Yes | | | ✓
8 | Room A | Wednesday June 3, 2009 | Yes | | | ✓
1 | Room A | Thursday December 25, 2008 | Yes | | Christmas | ✓
5 | Room A | Monday January 19, 2009 | Yes | | Family Day | ✓
6 | Room A | Monday June 1, 2009 | No | 08:00-12:00 | Service to lights | ✓
Display # 20
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Toolbar Icons

Publish: Only Published book-offs will affect the popup calendar in the Resource Booking screen.
Unpublish: Only Published book-offs will affect the popup calendar in the Resource Booking screen.
Copy: Copy a book-off to a different resource.
Remove: Deletes one or more book-offs.
Edit: Opens the Book-Off edit screen to allow you to change the date or description*.
New: Creates a book-off, allowing you to set the resource, date and description*.
Help: Opens this help screen.

*Description is for internal use only and is not shown to the public.

Filters

Resource: Show book-offs for a selected resource.

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List Area

ID: Unique ID for the book-off record.
Resource: Resource the book-off applies to.
Date Off: Date of book-off.
Full Day: Is this a full day book-off yes/no
Hours: hours for non-Full day book-offs.
Description: Book-off Description appears in GAD booking screen on Book-off.
Click on the **ID link** to open the edit screen.
Click on the icon in the Published column to toggle the published state.

Click on the ID link to open the edit screen.

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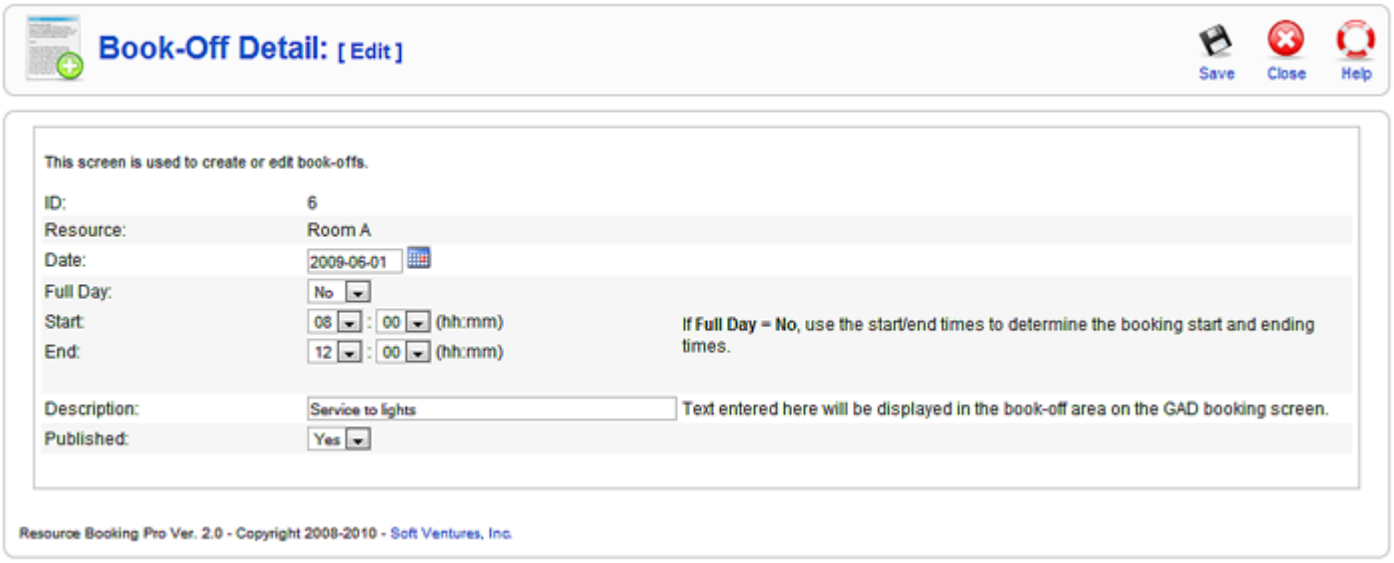
Book-Off Detail

A Book-Off is a specific date or dates that you do not want to allow bookings for a resource. Examples would be holidays, vacation days, etc.


Book-Off Detail: [Edit]
Save
Close
Help
This screen is used to create or edit book-offs.
ID: 6
Resource: Room A
Date: 2009-06-01
Full Day: No
Start: 08 : 00 (hh:mm)
End: 12 : 00 (hh:mm)
If Full Day = No, use the start/end times to determine the booking start and ending times.
Description: Service to lights
Text entered here will be displayed in the book-off area on the GAD booking screen.
Published: Yes
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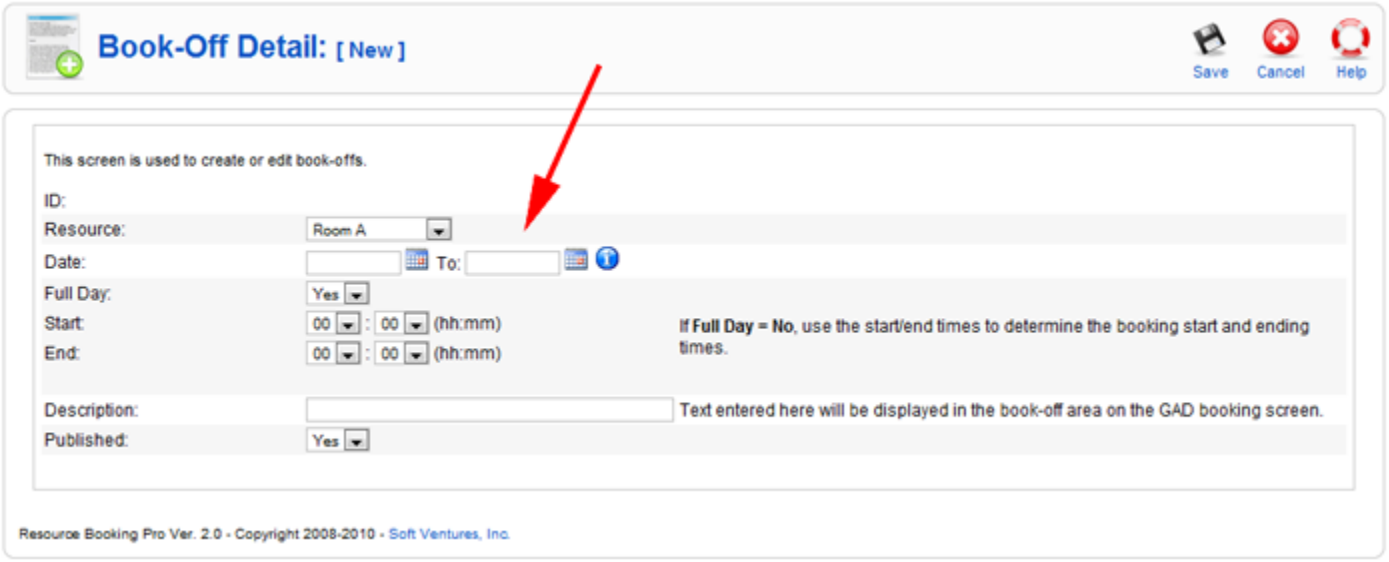
Detail for add NEW has a 'To' date box for creating a group of book-offs between two dates:


Book-Off Detail: [New]
Save
Cancel
Help
This screen is used to create or edit book-offs.
ID:
Resource: Room A
Date: To:
Full Day: Yes
Start: 00 : 00 (hh:mm)
End: 00 : 00 (hh:mm)
If Full Day = No, use the start/end times to determine the booking start and ending times.
Description:
Text entered here will be displayed in the book-off area on the GAD booking screen.
Published: Yes
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Toolbar Icons

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

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Edit Area

Resource: In edit mode this will show the name of the resource owning this book-off record. In Add New mode, you select the specific resource name.
Date: Date for the Book-Off, use the popup calendar to choose a date.

Full Day & start/end: If Full Day = No, use the start/end times to determine the booking start and ending times. These times are ignored if you set Full Day = Yes.

To: (only for add new) Book-offs are stored as individual dates, NOT date ranges. This screen will create a series of book-offs between two dates. To edit or remove the book-off you must deal with them as individual dates.

Description: Description of the book-off is for internal use only and is not shown to the public.
Published: Only Book-Offs with Published set to **Yes** will affect the popup calendar.

Copy Book-offs

You can copy a book-off from one resource to one or more others.
Select a book-off in the book-off list, then click on Copy.

Copy Book-Off(s)
Copy Book-off(s)
Destination Resource
Room A
Room B
Room C
Room K
Service Booking
Select one or more resources.
Optionally you can specify a new date for the Book-Off(s).
If left blank the original date(s) are retained.
Note: if a date is selected ALL the copied book-offs will be entered with the new date even if the source book-offs were on a variety of dates.
New Date:
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Choose your destination resources for the copy, then click Copy Now.

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UDFs

The UDF system within RBPro allows you to add any number of additional data entry fields to your booking screen. You can add textboxes, checkboxes, dropdown lists or radio buttons to your screen. The values entered by the user will be displayed in the Resource detail screen.

Toolbar Icons

Publish: Only Published UDFs will appear in the booking screen.
Unpublish: Only Published UDFs will appear in the booking screen.
Remove: Deletes one or more UDFs.
Edit: Opens the UDF edit screen to allow you to change the UDF's information.
New: Creates a new UDF.
Help: Opens this help screen.

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List Area

ID: Unique ID for the UDF record.
Screen Label: The label for the UDF on the booking screen.
Type: Textbox, Checkbox, List or Radio Button.
Required: You can set any Textbox UDFs to be a required field.
User Help: You can define help text that will appear below the UDF on the booking screen. This is intended to assist the user in filling in the box.
Order: The order in which the UDFs are presented on the booking screen.

Click on the **ID link** to open the edit screen.

Click on the icon in the Published column to toggle the published state.

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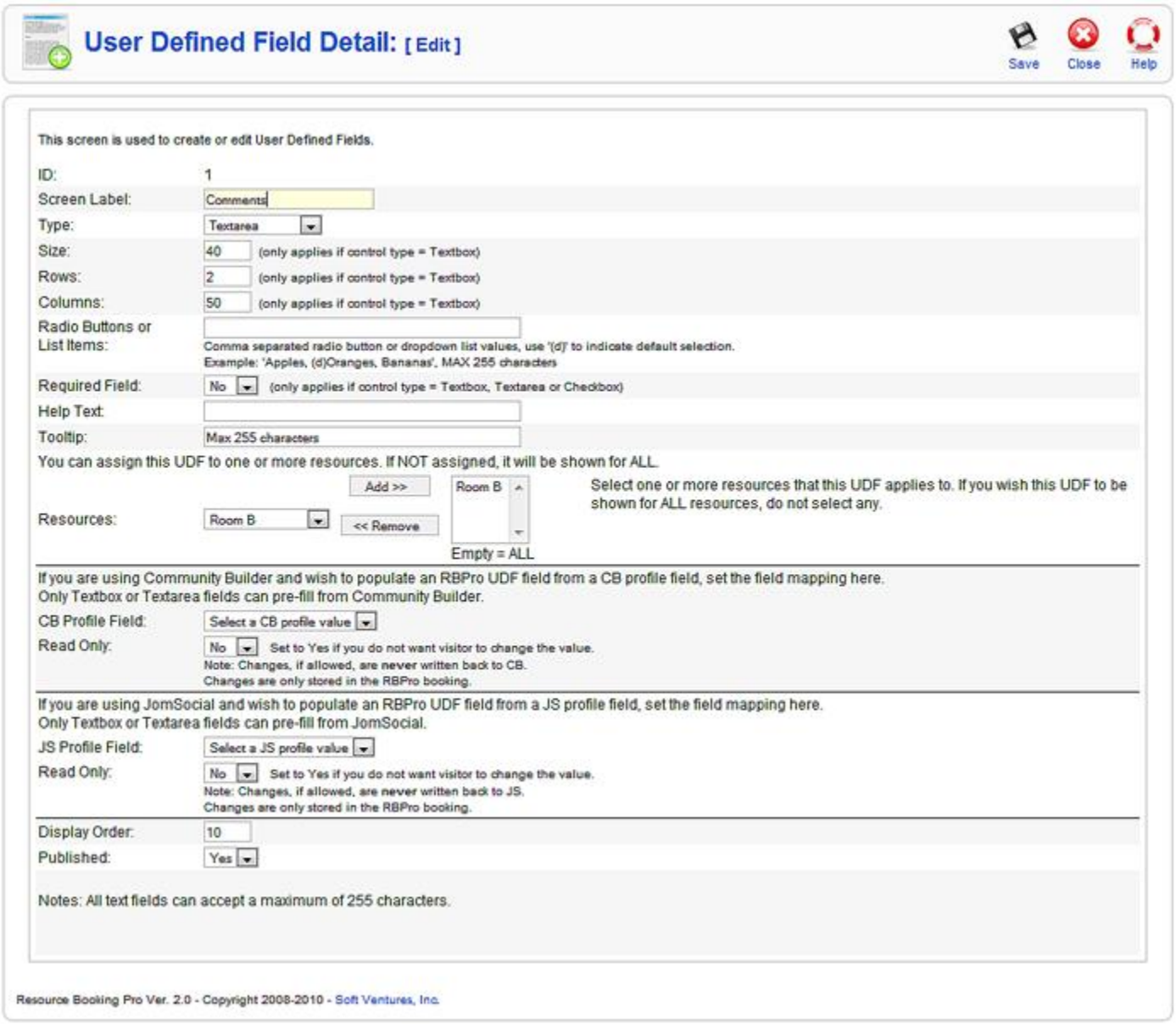
UDF Detail

The UDF system within RBPro allows you to add any number of additional data entry fields to you booking screen. You can add textboxes, checkboxes or radio buttons to you screen. The values entered by the user will be displayed in the Resource detail screen.


User Defined Field Detail: [Edit]
Save
Close
Help
This screen is used to create or edit User Defined Fields.
ID: 1
Screen Label: Comments
Type: Textarea
Size: 40 (only applies if control type = Textbox)
Rows: 2 (only applies if control type = Textbox)
Columns: 50 (only applies if control type = Textbox)
Radio Buttons or List Items:
Comma separated radio button or dropdown list values, use '[d]' to indicate default selection.
Example: 'Apples, (d)Oranges, Bananas', MAX 255 characters
Required Field: No (only applies if control type = Textbox, Textarea or Checkbox)
Help Text:
Tooltip: Max 255 characters
You can assign this UDF to one or more resources. If NOT assigned, it will be shown for ALL.
Resources: Room B
Add >>
<< Remove
Room B
Empty = ALL
Select one or more resources that this UDF applies to. If you wish this UDF to be shown for ALL resources, do not select any.
If you are using Community Builder and wish to populate an RBPro UDF field from a CB profile field, set the field mapping here.
Only Textbox or Textarea fields can pre-fill from Community Builder.
CB Profile Field: Select a CB profile value
Read Only: No Set to Yes if you do not want visitor to change the value.
Note: Changes, if allowed, are never written back to CB.
Changes are only stored in the RBPro booking.
If you are using JomSocial and wish to populate an RBPro UDF field from a JS profile field, set the field mapping here.
Only Textbox or Textarea fields can pre-fill from JomSocial.
JS Profile Field: Select a JS profile value
Read Only: No Set to Yes if you do not want visitor to change the value.
Note: Changes, if allowed, are never written back to JS.
Changes are only stored in the RBPro booking.
Display Order: 10
Published: Yes
Notes: All text fields can accept a maximum of 255 characters.
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Toolbar Icons

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

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Edit Area

Screen Label: The label for the UDF on the booking screen.

Type: Textbox, Textarea, List, Checkbox or Radio Button.

Size: You can set the size that textboxes will be shown on the booking screen. The size of the textbox does not limit the amount of text that can be entered, just the on-screen size of the box. The max text allowed is 255 characters.

Rows: This will set the number of rows if the 'Type' is textarea. The size of the textbox does not limit the amount of text that can be entered. The max text allowed is 255 characters.

Columns: This will set the number of columns if the 'Type' is textarea. The size of the textbox does not limit the amount of text that can be entered. The max text allowed is 255 characters.

Radio Buttons or List Items: Enter a comma separated list of words or phrases that are to be used as the radio button labels or listbox items. You can specify one to be initially selected by adding a "(d)" (to indicate default selection). Example: "Apples, (d)Oranges, Bananas", will open the booking screen with the Oranges selected.

Required Field: You can set any Textbox, or Textarea, UDFs to be a required field. This setting is ignored for non-Textbox/Textarea UDFs.

Help Text: You can define help text that will appear below the UDF on the booking screen. This is intended to assist the user in filling in the box.

Tooltip Text: You can define tooltip text that will appear when the user puts the mouse over the UDF on the booking screen.

Resources: By default UDFs show for all resources. You can set a UDF to only show for one or more specific resources.

For UDFs set to show for ALL resources, they appear above the resource dropdown, resource specific below.

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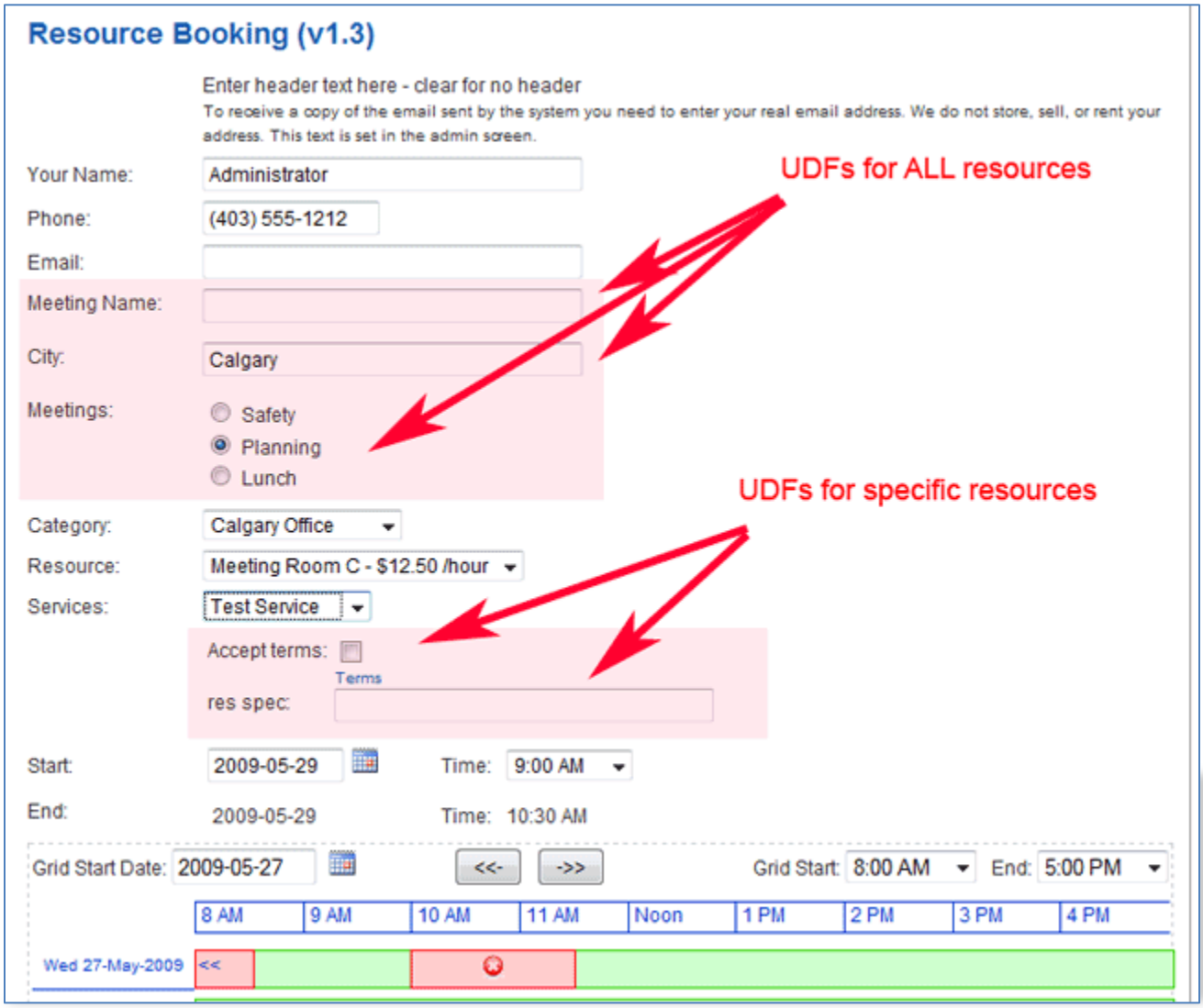
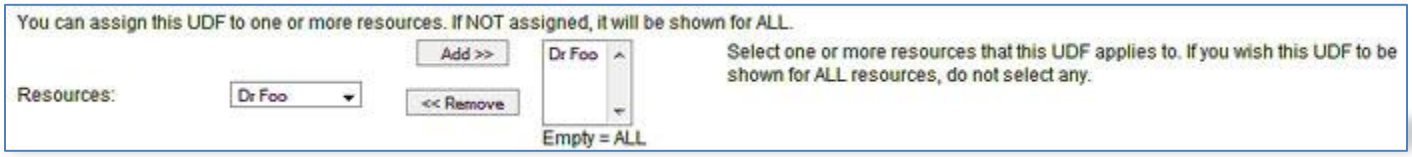


To have a UDF show for a specific resource, select the resource from the left list and 'Add' to the right.


You can assign this UDF to one or more resources. If NOT assigned, it will be shown for ALL.
Resources:
Dr Foo
Add >>
<< Remove
Dr Foo
Empty = ALL
Select one or more resources that this UDF applies to. If you wish this UDF to be shown for ALL resources, do not select any.

To have a UDF appear for ALL resources, do not 'Add' any.

Community Builder: You can map UDF textboxes to Community Builder profile data. See 'Community Builder and RBPro' for details.

JomSocial: You can map UDF textboxes to JomSocial profile data. See 'JomSocial and RBPro' for details.

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Order: The order in which the UDFs are presented on the booking screen.

Published: Only Published UDFs will appear in the booking screen.

Extras

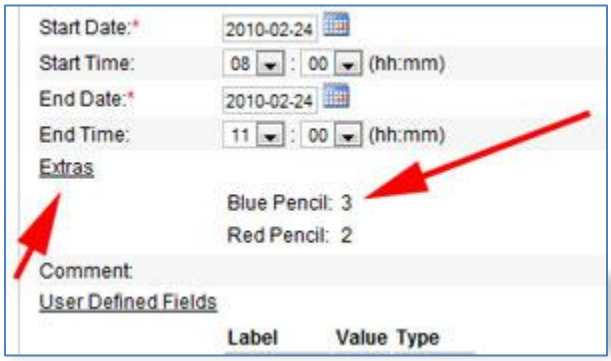
Add in version 1.3.5, you can define any number of extra items that the user can add to a booking. These 'Extras' can have a cost associated with then and the booking total will be adjusted based on the user' choices.

Extras are **optional** you do not need to set up any extras.

Extras can be used in conjunction with PayPal and the appropriate totals will be calculated.

To disable the Extras capability, **do not publish any Extras**.

When in use, extras appear in the booking details screen.



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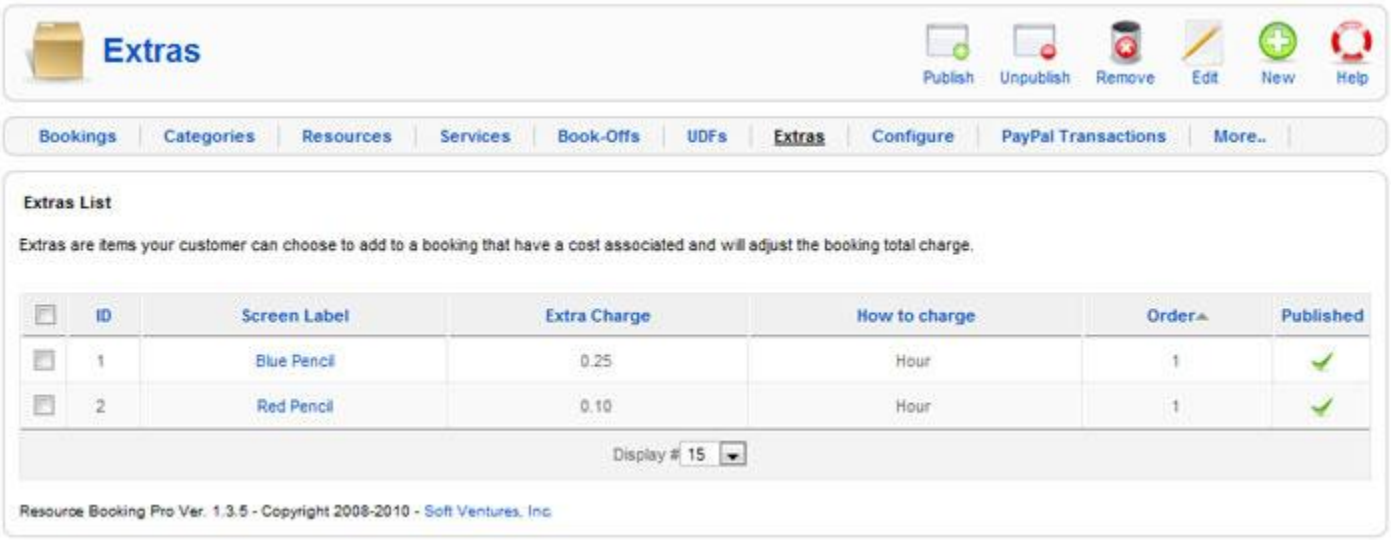
The Extras screen is accessed via the Admin menu **Extras**.



Toolbar Icons

Publish: Sets one or more extras to Unpublished. Only Published extras will appear on the Booking screen.
Unpublish: Sets one or more extras to Unpublished so they will not show in the Booking screen.
Delete: Deletes one or extras.
Edit: Opens the Seat Extras Edit screen to allow you to view and modify the extra.
New: Opens the New Extras Edit screen to allow you to add a new extra.
Help: Opens this help screen.

List Area

ID: Unique ID for this extra**.**
Screen Label: This is the booking screen label for the extra.
Extra Charge: Charge, per hour or flat rate per booking, for this extra.
How to Charge: Charge this extra item per hour of the booking or as a flat rate or fixed charge.
Order: Order the extras will appear in the booking screen.
Published: Indicates the published state**.**

Click on the **Screen Label** to open the edit screen.

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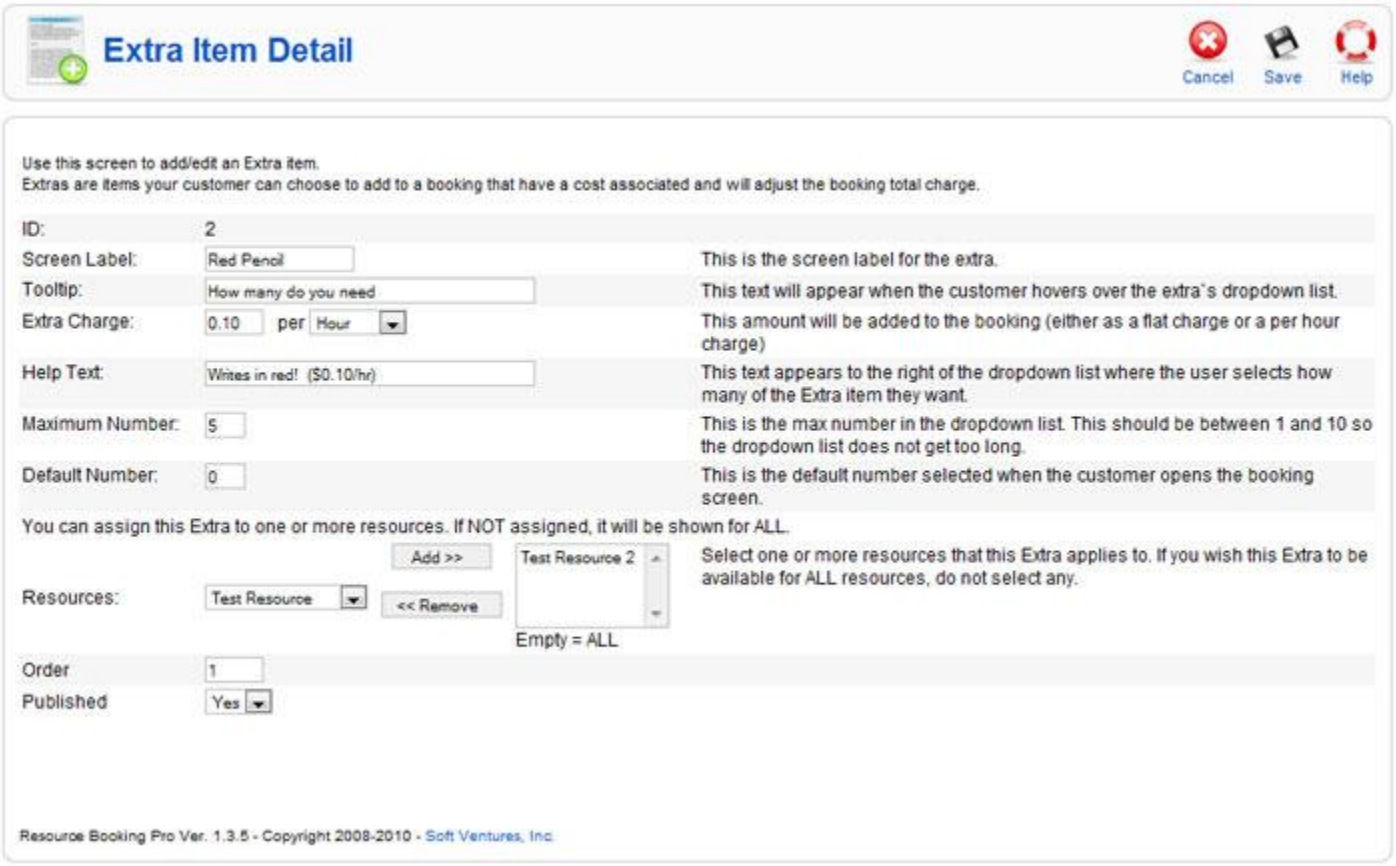
Extra Detail


Extra Item Detail
Cancel
Save
Help
Use this screen to add/edit an Extra item.
Extras are items your customer can choose to add to a booking that have a cost associated and will adjust the booking total charge.
ID: 2
Screen Label: Red Pencil
This is the screen label for the extra.
Tooltip: How many do you need
This text will appear when the customer hovers over the extra's dropdown list.
Extra Charge: 0.10 per Hour
This amount will be added to the booking (either as a flat charge or a per hour charge)
Help Text: Writes in red! ($0.10/hr)
This text appears to the right of the dropdown list where the user selects how many of the Extra item they want.
Maximum Number: 5
This is the max number in the dropdown list. This should be between 1 and 10 so the dropdown list does not get too long.
Default Number: 0
This is the default number selected when the customer opens the booking screen.
You can assign this Extra to one or more resources. If NOT assigned, it will be shown for ALL.
Add >>
Test Resource 2
Select one or more resources that this Extra applies to. If you wish this Extra to be available for ALL resources, do not select any.
Resources: Test Resource
<< Remove
Empty = ALL
Order 1
Published Yes
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Use this screen to define details of an extra.

Toolbar Icons

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

Edit Area

Screen Label: This is the booking screen label for the extra.

Tool Tip: This text will appear when the customer hovers over the dropdown list for this extra.

Extra Charge: Charge per hour or per booking, for this extra. How to charge; per Hour or flat rate per booking.

Help Text: This text appears to the right of the dropdown list where the user selects how many extras of this type they want.

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Maximum Number: This sets the maximum number in the dropdown list. This should be kept between 1 and 10 to keep the dropdown list size from being too large. For extras where you need large numbers you can define packages (example: 'Package of 10'). If combined with individuals and the customer wanted 32, he could specify 3 'Package of 10' and 2 individuals. The dropdown list starts from 0 so the **user can specify they do not want any by choosing 0**.

Default Number: This number is the default the booking screen will open with.

Resources: You can assign this Extra to one or more resources. If NOT assigned, it will be shown for ALL. Select one or more resources that this Extra applies to. If you wish this Extra to be available for ALL resources, do not select any.

Order: This determines the order this Extra will appear in the booking screen.

Published: Only extras with Published set to **Yes** will appear in the booking screen.

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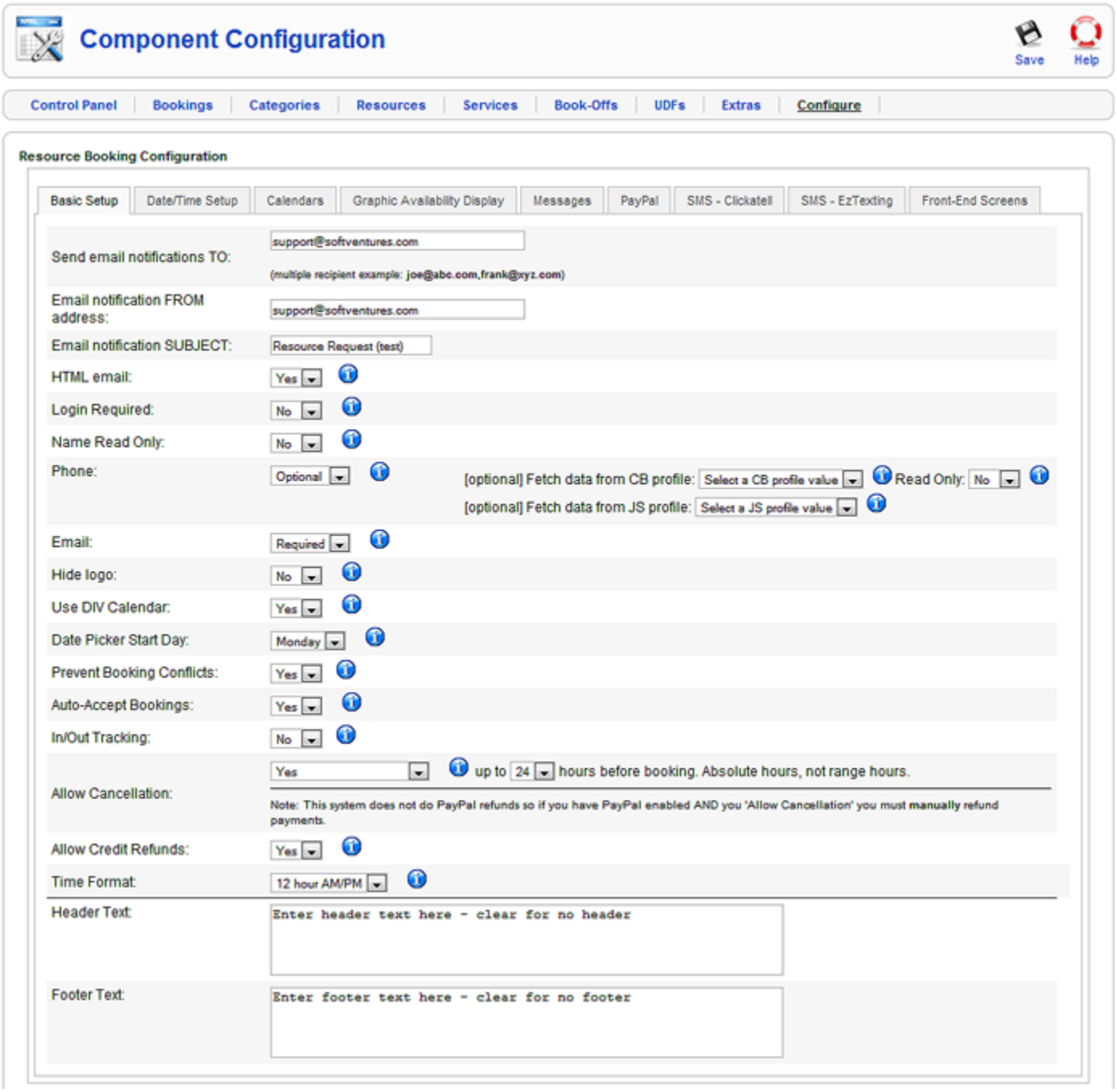
Configuration

The configuration screen is made up of several tabs.

Basic Setup



Send email notifications TO: When a new booking request is created by the front-end screen, a notification is emailed to the address specified here. Note this can be overridden at the resource level, so different resources can send notifications to different addresses.

Email notification FROM address: Any emails sent from the component must have a FROM address. This should be the same domain as you web site. Example: if your web site is **abc.com**, the FROM must be **somebody@abc.com** or else you mail server may reject the outgoing mail as 'relayed' or spam.

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Email notification SUBJECT: This will be the subject used in email notifications

HTML email: Yes = send HTML formatted email, No = send plain text emails.

Login Required: If set to Yes only registered users will be allowed to access the booking screens.

Name Read Only: Set the name field read only, used only when Login required so the name from the Joomla user table cannot be modified on the booking screen.

Phone is Required: Make the phone number a required input field.

Email is Required: Make the email address a required input field.

Hide logo: Hide the ResourceBookingPro.com link on the front-end screen.

Use DIV calendar: If set to Yes, the popup calendar used by the booking screens will be a CSS div based object, if No it will be a popup window.

Prevent Duplicate Bookings: If set to Yes, you will not be permitted to `Accept` a booking that conflicts with another already accepted, or pending booking. The front-end screen will tell the visitor they must choose a different booking time. This works in conjunction with the setting at the resource level. You can specify that you will allow x duplicates. This would be used in a case like a class where you want to allow 5 students to register. See the Resource screen for details.

Auto-Accept Bookings: Normally a booking 'request' is created, with the status of 'new', and notification is send to the address specified above. A designated administrator would make the decision to accept or decline the booking request. With Auto-Accept = Yes, the 'new' status is skipped and the booking as added with the status of accepted. Bookings with status of ‘new’ do not lock the timeslot. Only ‘accepted’ bookings do that. You can have any number of ‘requests’ for the same timeslot but only one can be accepted. With Auto-Accept enabled the first booking locks the slot to prevent duplicates. (Unless multiple duplicates are allowed – see resource set for details)

Allow Cancellation: If set to 'Yes', a system generated, unique, code is created and added to the booking. You can add this code to the confirmation sent to the user via tokens (see Tokens on the Messages tab). With Allow Cancellation = Yes, a section will be shown, at the bottom of the booking screen, where the user can enter their cancellation code and have their booking cancelled. This does not remove the booking, it just changes the status to 'cancelled' It will remove the booking from the calendar if one is in use.
Note: PayPal refunds are not handled by RBPro so if you allow cancellation and are using PayPal you will need to manually refund as required.

up to x hours..: You can set a minimum time, before the booking, that cancellation will be accepted. For example, if you set it to 24 hours and the customer attempts to cancel 4 hours before, they will get a message saying cancellations are only allowed up to x hours before the booking starts. See Messages tab for setting the exact wording you want.

Allow Credit Refund: Yes = reinstate credits on appointment cancel, No = do not reinstate credits.
Only applies to the RBPro User Credit system, has not effect on PayPal. RBPro never does PayPal refund.

Time Format: You can specify the time format to be used on the front-end screen, either 24 hour or 12 hour +AM/PM. All internal times and administrator screens are in 24 hour format.

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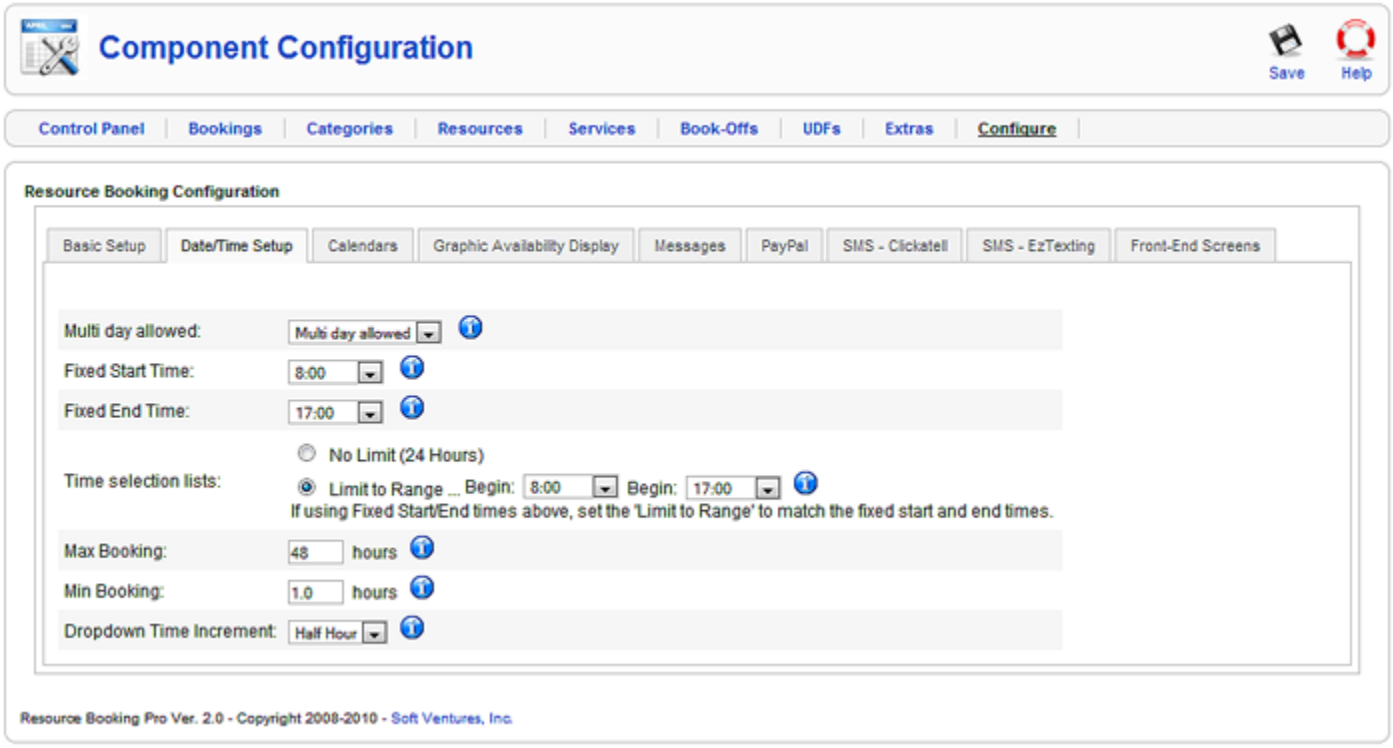
Header Text: Enter any information text that you would like to be displayed above the input fields of the booking screen.

Footer Text: Enter any information text that you would like to be displayed above the input fields of the booking screen.

Date/Time Setup



Single/Multi Day: If set to Single day only, the ending date will not be shown and all bookings will be assumed to start and end on the same date.

Fixed Start Time: Setting a fixed start time will remove the time dropdown and replace it with text showing the start time. This would be used if you want all bookings to start at the same time, for example; always start at 8:00.

Fixed End Time: Setting a fixed end time will remove the time dropdown and replace it with text showing the end time. This would be used if you want all bookings to end at the same time, for example; always end at 17:00.

Time selection lists: Select either 24 hours (**No Limit**) or a range of hours (**Limit to Range**). This will determine what appears in the `Time` dropdown list boxes. Example: Limit to Range could be set for 8:30 - 16:30 for your standard work day.

Max Booking: You can specify a maximum number of hours any booking can be. This should be set to some value, if for nothing more than to prevent a malicious user from booking from Jan1 to Dec 31 and locking a resource for the year.

Min Booking: You can specify a minimum number of hours any booking can be.

Dropdown Time Increment: Set to `**Hour**`, dropdown lists will show 9:00-10:00-11:00-etc, set to `**Half Hour**`, dropdown lists will show 9:00-9:30-10:00-10:30-etc

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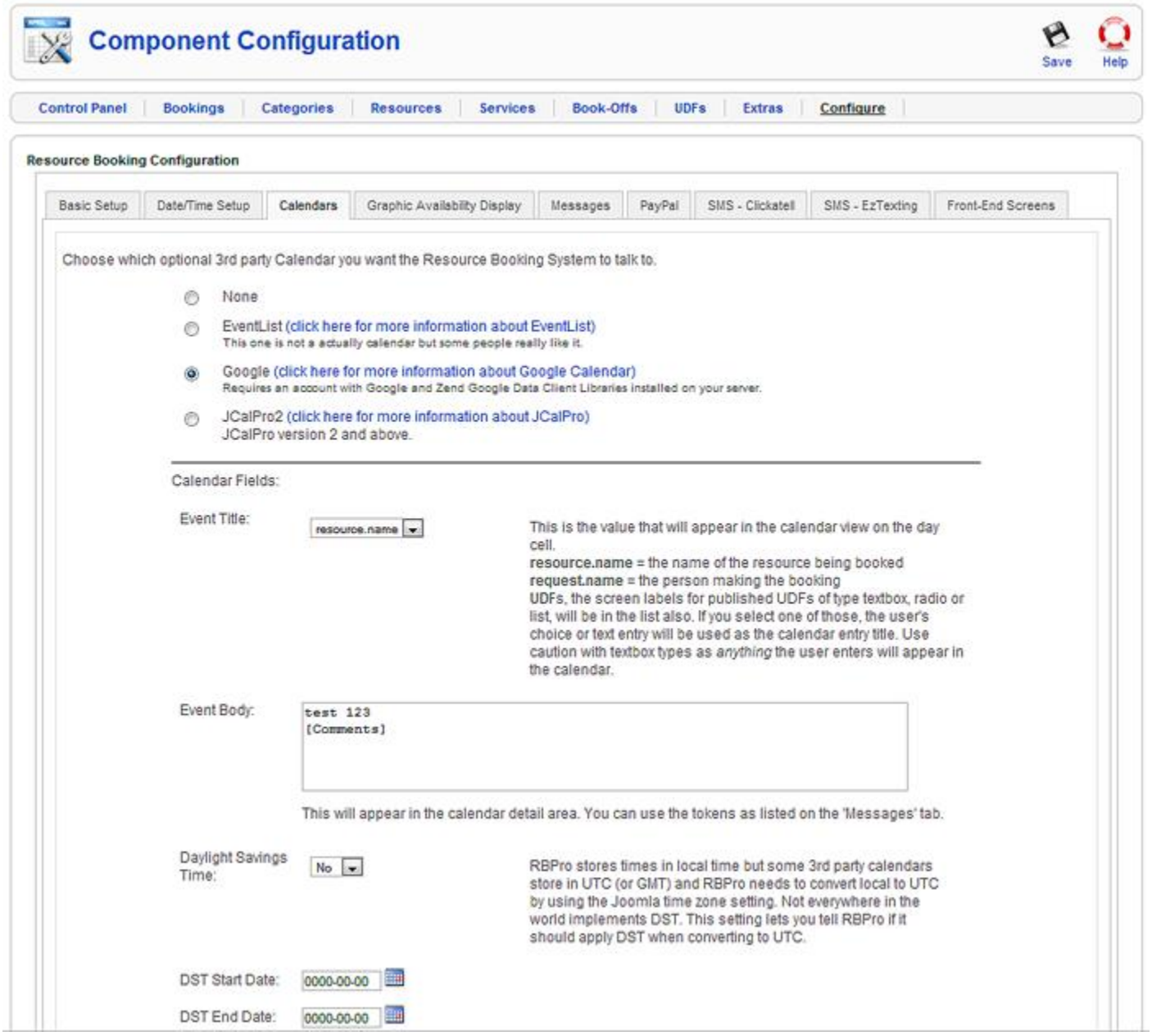
Time Format: You can specify the time format to be used on the front-end screen, either 24 hour or 12 hour +AM/PM. All internal times and administrator screens are in 24 hour format.

Calendars


Component Configuration
Save
Help
Control Panel
Bookings
Categories
Resources
Services
Book-Offs
UDFs
Extras
Configure
Resource Booking Configuration
Basic Setup
Date/Time Setup
Calendars
Graphic Availability Display
Messages
PayPal
SMS - Clickatell
SMS - EzTexting
Front-End Screens
Choose which optional 3rd party Calendar you want the Resource Booking System to talk to.
None
EventList (click here for more information about EventList)
This one is not a actually calendar but some people really like it.
Google (click here for more information about Google Calendar)
Requires an account with Google and Zend Google Data Client Libraries installed on your server.
JCalPro2 (click here for more information about JCalPro)
JCalPro version 2 and above.
Calendar Fields:
Event Title:
resource.name
This is the value that will appear in the calendar view on the day cell.
resource.name = the name of the resource being booked
request.name = the person making the booking
UDFs, the screen labels for published UDFs of type textbox, radio or list, will be in the list also. If you select one of those, the user's choice or text entry will be used as the calendar entry title. Use caution with textbox types as anything the user enters will appear in the calendar.
Event Body:
test 123
[Comments]
This will appear in the calendar detail area. You can use the tokens as listed on the 'Messages' tab.
Daylight Savings Time:
No
RBPro stores times in local time but some 3rd party calendars store in UTC (or GMT) and RBPro needs to convert local to UTC by using the Joomla time zone setting. Not everywhere in the world implements DST. This setting lets you tell RBPro if it should apply DST when converting to UTC.
DST Start Date:
0000-00-00
DST End Date:
0000-00-00

Resource Booking Pro can be set to work with several 3rd party calendars, JCalPro(2), Google or EventList.

There is no direct connection between RBPro and the calendars; RBPro just adds/removes data from the calendar's tables. This means the communication is one-way, RBPro knows about the calendar but the calendar has no knowledge of RBPro. You cannot initiate a booking from the 3rd party calendar and have it talk to RBPro.

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When a calendar is chosen, a section dealing with the calendar will appear in the booking details screen.

None: do not use a 3rd party calendar

JCalPro: Use JCalPro

EventList: Use EventList

Etc.

Calendar Fields: 3rd party calendars have a 'title' and 'body' area. The title is what appears in the calendar cell, the body is what appears when you open a calendar date for details on the event. You can tell RBPro which field to put in which area.

Event Title: Choose either resource.name (name of the resource) or request.name (name of the requestor)

Event Body: This is what will be placed in the calendar body area. You can use tokens too insert booking information.

These are the **tokens available**:

Token	Will be replaced with	Token	Will be replaced with
[resource]	name of the resource being booked	[resource_category]	the resource category
[requester name]	the name of the requester	[resource_service]	the resource service
[startdate]	start date of the booking	[phone]	the phone number of the requester
[starttime]	start time of the booking	[email]	the email address of the requester
[enddate]	end date of the booking	[cancellation_id]]	the system generated cancellation_id3
[endtime]	end time of the booking		

for UDFs		UDF example	
[*screen label*]	the UDF label	[Favorite Fruit]	value entered by user for Favorite Fruit

Example:

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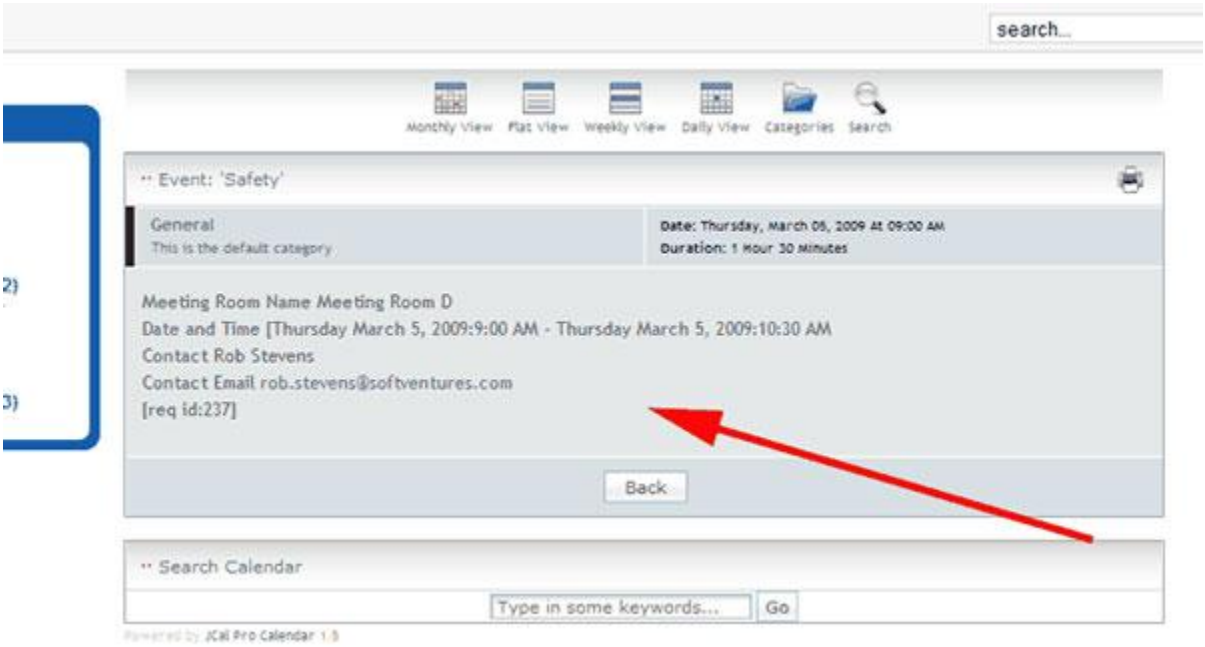
Calendar Fields:
Event Title:
Meetings
This is the value that will appear in the calendar view on the day cell.
resource.name = the name of the resource being booked
request.name = the person making the booking
Event Body:
Meeting Room Name [resource]
Date and Time [[startdate]:[starttime] - [enddate]:[endtime]
Contact [requester name]
Contact Email [email]
This will appear in the calendar detail area. You can use the tokens as listed on the 'Messages' tab.

Yields (show using JCalPro but they all work the same).



Note: The 3rd party calendar is optional. Some offices like to use one for getting different views of upcoming Resources. If you make the calendar available to the public, it is not recommended that you display email addresses like in the sample above.

Daylight Savings Time: RBPro stores times in local time but some 3rd party calendars store in UTC (or GMT) and RBPro needs to convert local to UTC by using the Joomla time zone setting. Not everywhere in the world implements DST. This setting lets you tell RBPro if it should apply DST when converting to UTC.

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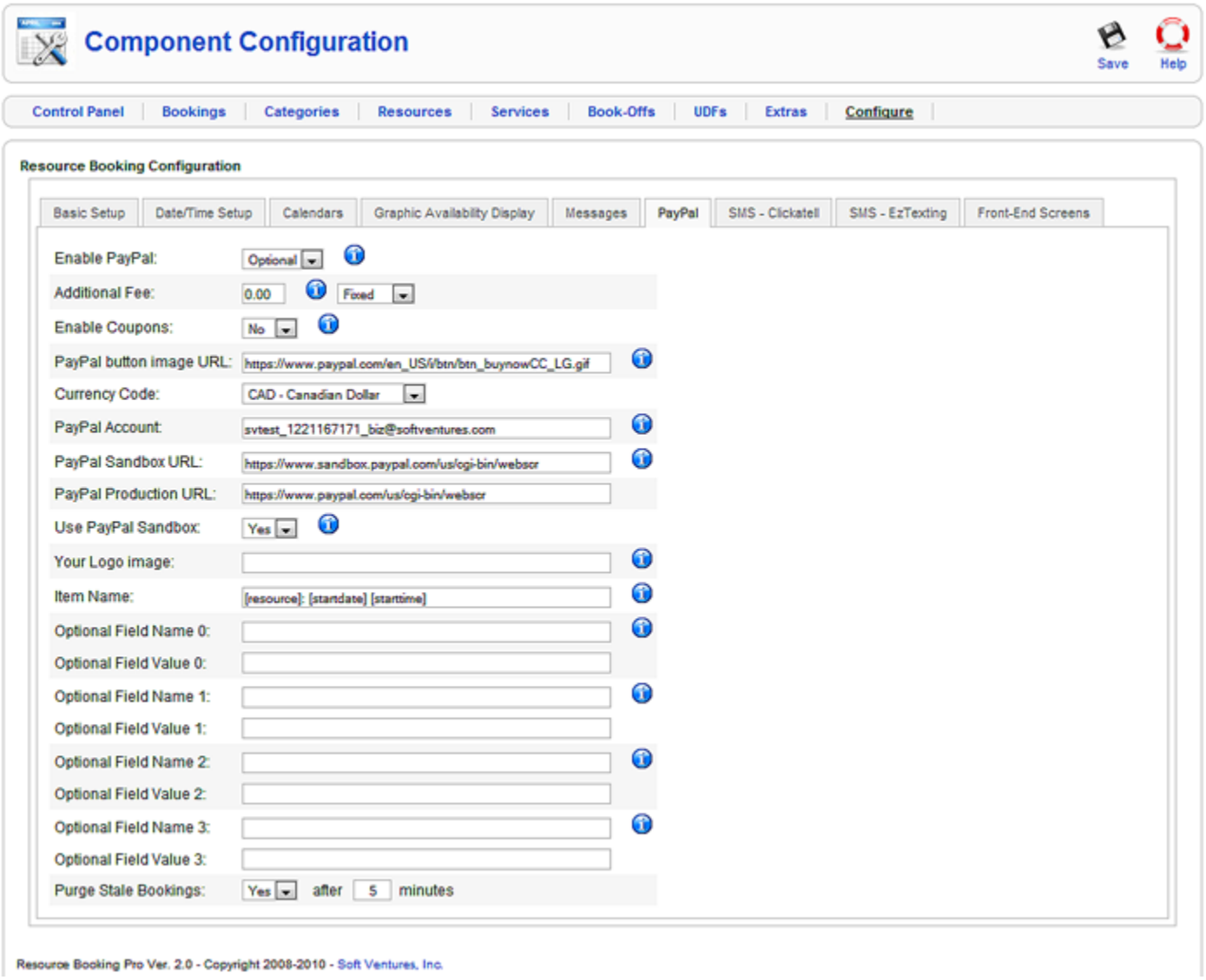
PayPal



*Your customers **do not need a PayPal account** to purchase via PayPal.*

Resource Booking Pro can be set to:

- **Not use PayPal** - no PayPal payment is invoked.
- **Only use PayPal** - the user can **only** make a booking if they pay.
- **Offer both PayPal and non-PayPal** - you can give the user the choice, two buttons one for PayPal, one for no-PayPal (pay later)

With PayPal enabled, the booking screen will show the calculated cost at hours x rate, or flat rate depending on how you set it up.

The other main difference when enabling PayPal, is that a new request will get inserted with a status of 'pending' rather than 'new'. The user is sent to PayPal to make their payment. They are sent back to your site. In a separate thread,

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PayPal processes the payment and sends an IPN (Instant Payment Notification) message to your site. This IPN is really not 'instant' and your customer may have been returned to your site before the IPN arrives. In this case the in-progress message is shown to the customer. When PayPal completes the payment processing, they send the customer an email and send your site an IPN message. When the customer comes back to your site; the return page checks to see if the transaction has completed. If it has, it displays the confirmation message, if not it displays the in-progress message. These messages are set in the 'Messages' tab.

There is a possibility that the customer may abandon the booking after being sent to PayPal. In this case the booking will stay in 'pending' and need to be cleared manually. If the customer elects to 'Cancel' the payment in PayPal, the IPN will reflect that and RBPro will set the request from 'pending' to 'cancelled'.

Important!!

When a booking is made with status 'Pending', the timeslot is locked just as if it were accepted. The display GAD display will show a dashed border so you can see what timeslots are 'Pending'. Normally a slot should only be 'Pending' for a few minute (seconds?) while PayPal is processing the payment. If the user aborts out of PayPal without paying, the slot will stay 'Pending' (and locked) until admin deletes it.

New – see Purge Stale Bookings below.

Enable PayPal: Enable RBPro to use PayPal - see above.

Additional Fee: You can optionally add an additional fee to the PayPal transaction. This can be either a fixed fee or percentage for the total. An example may be a processing fee you wish to charge.

Enable Coupons: Enable the RBPro coupon system for offering discount coupons to you customers.

PayPal button image URL: This is the location used to fetch the PayPal button image. For other images, use PayPal to 'create a buy now button' then cut&paste the button URL.

Currency Code: What currency you wish to charge in.

PayPal Account: Enter your PayPal business account, normally your email address.

PayPal Sandbox URL: Use of the PayPal sandbox for testing is recommended but not mandatory. How to use the sandbox is beyond the scope of this help file.

PayPal Production URL: This is the URL to access PayPal, it was made editable as it may change for non-North American PayPal accounts(?).

Use PayPal Sandbox: If set to 'Yes', the buy-now button will be send you to the PayPal sandbox URL rather than the production URL.

Logo Image PayPal: You can display your logo on the PayPal screen. Enter a URL here.

Item Name: You can modify the item name, this is what PayPal shows as the thing being purchased.

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Optional Fields (0-3): You can specify additional information to be show on the PayPal screen.

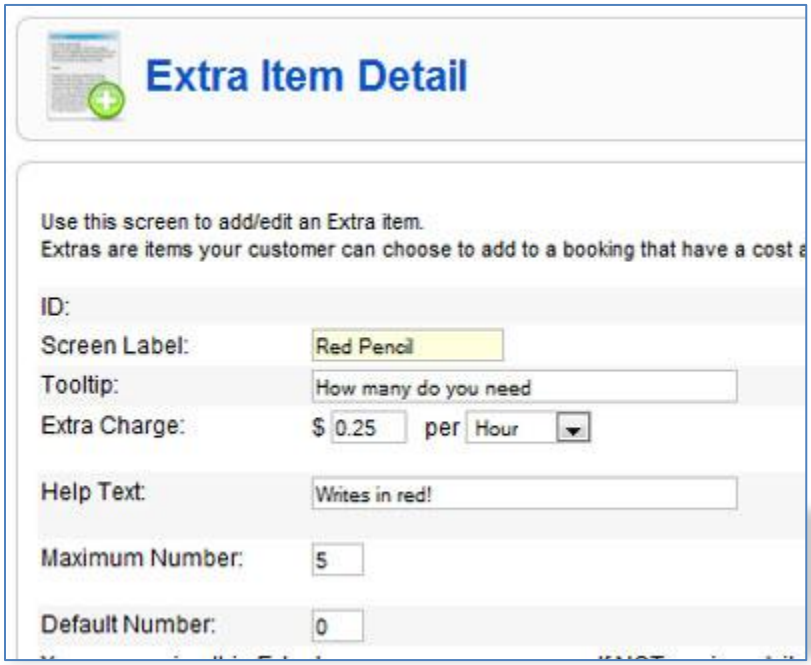
Purge Stale Bookings: This is used to free timeslots when customer bails out of PayPal without paying. The stale booking will have its status set to `timeout`. Use with caution as this will cause eChecks to fail as they can take several *days* to clear.

PayPal Optional Fields Example

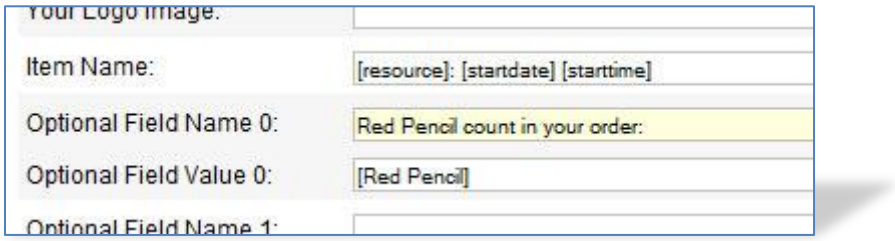
Single Language (ie: not using language file keys)

In this example we will define an Extra call 'Red Pencil' and show how many were ordered in the PayPal screen.

First define the Extra..



Now set the PayPal optional field.



The Name is whatever text you want to display on the PayPal screen for this optional item.

The Value is a token RBPro will replace with the number the customer chose. For Extras, Seat and UDFs you use the screen label as the token. In our case the screen label is "Red Pencil" so the token is [Red Pencil].

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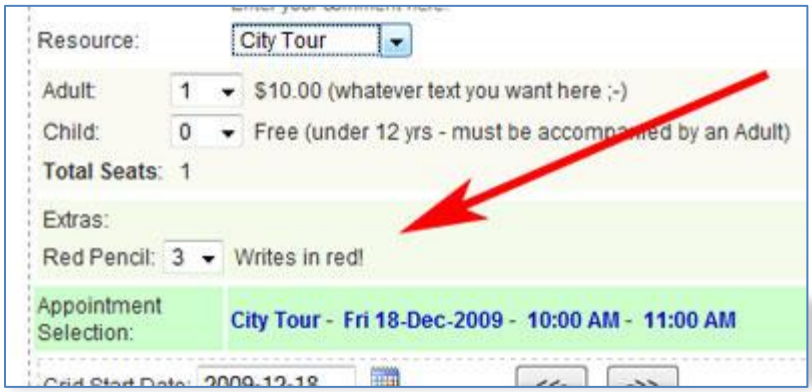
In the booking screen…



I choose 3 pencils.

In the PayPal screen..

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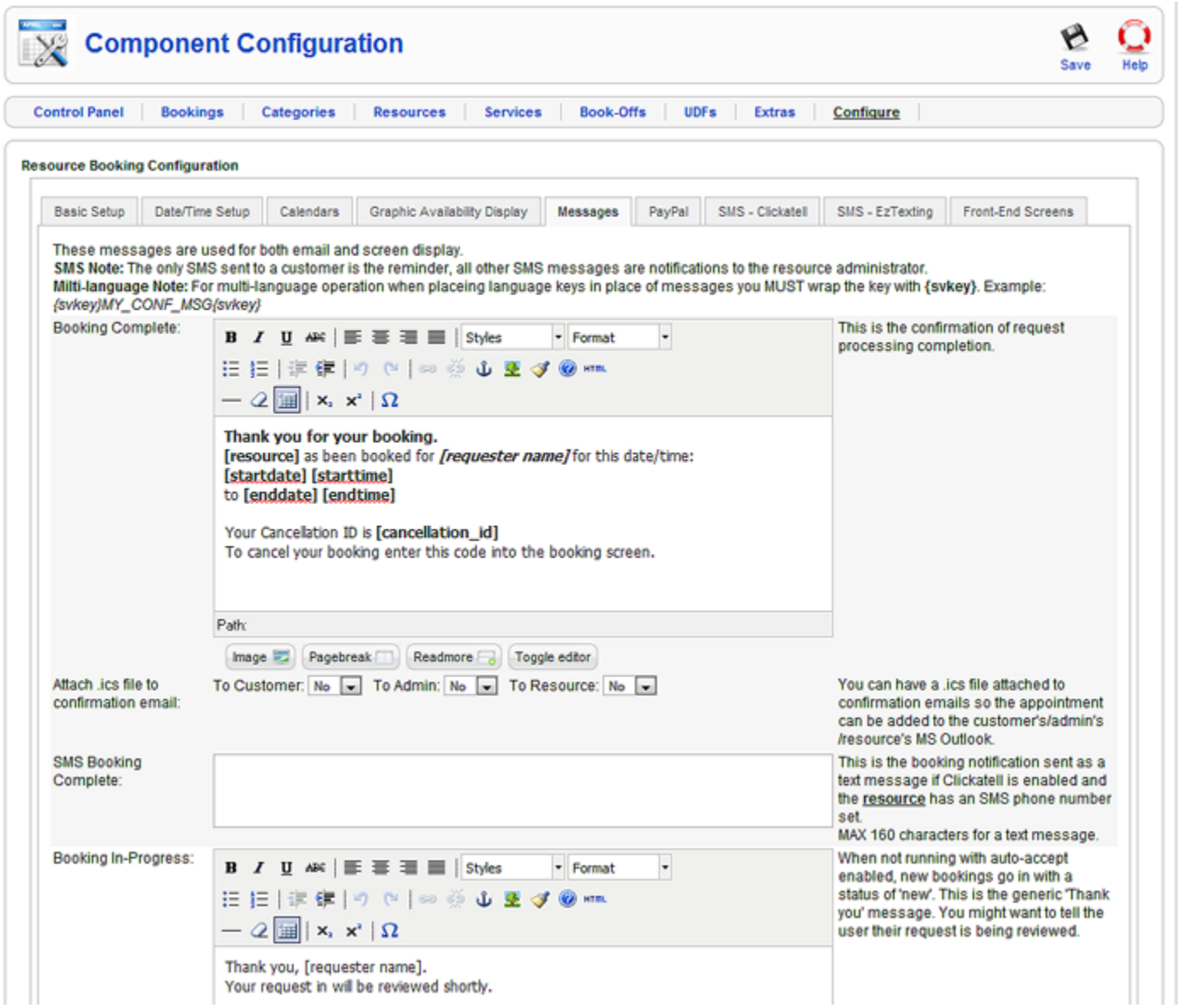
Messages


Component Configuration
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Date/Time Setup
Calendars
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SMS - Clickatell
SMS - EzTexting
Front-End Screens
These messages are used for both email and screen display.
SMS Note: The only SMS sent to a customer is the reminder, all other SMS messages are notifications to the resource administrator.
Milti-language Note: For multi-language operation when placeing language keys in place of messages you MUST wrap the key with {svkey}. Example:
{svkey}MY_CONF_MSG{svkey}
Booking Complete:
Styles
Format
This is the confirmation of request processing completion.
Thank you for your booking.
[resource] as been booked for [requester name] for this date/time:
[startdate] [starttime]
to [enddate] [endtime]
Your Cancellation ID is [cancellation_id]
To cancel your booking enter this code into the booking screen.
Path:
Image
Pagebreak
Readmore
Toggle editor
Attach .ics file to confirmation email:
To Customer: No
To Admin: No
To Resource: No
You can have a .ics file attached to confirmation emails so the appointment can be added to the customer's/admin's /resource's MS Outlook.
SMS Booking Complete:
This is the booking notification sent as a text message if Clickatell is enabled and the resource has an SMS phone number set.
MAX 160 characters for a text message.
Booking In-Progress:
Styles
Format
When not running with auto-accept enabled, new bookings go in with a status of 'new'. This is the generic 'Thank you' message. You might want to tell the user their request is being reviewed.
Thank you, [requester name].
Your request in will be reviewed shortly.

Several important messages produced by the system are represented here for you to edit.

There are two types of most messages, an email message and an SMS text message. SMS text messages are limited to 160 characters in length so we need essentially a short version and a long version.

Booking Complete: This message is used when the booking is complete. You can use the tokens listed at the bottom of the screen in this message.

Example:

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Booking Complete:
Thank you for your order.

[resource] has been booked for [requester name]
 for this date/time:
[startdate] [starttime]
to [enddate] [endtime]

Your Cancellation ID is [cancellation_id]
To cancel your booking enter this code into the booking screen.

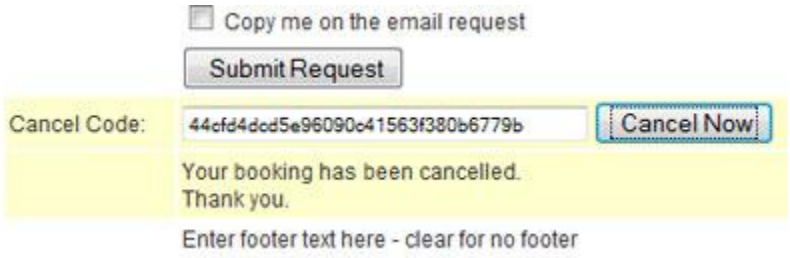
Appointment Booking
Thank you for your order.
Dr Bar has been booked for Rob Stevens for this date/time:
Monday October 27, 2008 3:00 PM
to Monday October 27, 2008 4:00 PM
Your Cancellation ID is c42124feb2766ab2b1457c9e9eae146c
To cancel your booking enter this code into the booking screen.

Attach .ics file to confirmation email: You can have a .ics file attached to confirmation emails so the appointment can be added to the customer's and/or admin's and/or resource's MS Outlook.

This is a one-way operation, change made in Outlook have NO EFFECT on RBPro.

In Progress is used when Auto-Accept is set to No, or when using PayPal and the visitor gets back to the site, from PayPal.com, before the PayPal ipn has confirmed payment.

Cancellation: This is the confirmation message for user initiated cancellation. It appears on the booking screen so best to keep it short and sweet ;-)



Too late to Cancel: You set the number of hours before a booking that you will allow a cancellation. (See basic setup) This is the message the user will get if they try to cancel too close to the booking time. This is also on the booking screen so it should be kept brief.

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Submit Request
Cancel Code:
1f93680d0e262940fc6b43aabeb57c25
Cancel Now
Cancellation is only accepted up to 24 hours before your booking.
Please call our office at 403-555-1212.
Enter footer text here - clear for no footer

Reminder: This message can be sent by Admin.

These are the **tokens available**:

Tokens that can be used in the Booking Complete message. These will be replaced at runtime by the system.

Token	Will be replaced with	Token	Will be replaced with
[resource]	name of the resource being booked	[resource_category]	the resource category
[requester name]	the name of the requester	[resource_service]	the resource service
[startdate]	start date of the booking	[phone]	the phone number of the requester
[starttime]	start time of the booking	[email]	the email address of the requester
[enddate]	end date of the booking	[cancellation_id]	the system generated cancellation_id
[endtime]	end time of the booking	[booking_total]	
		[booking_due]	
[coupon]		[booking_id]	
for UDFs		UDF example	
[*screen label*]	the UDF label	[Favorite Fruit]	value entered by user for Favorite Fruit
for Extras		Extras example	
[*screen label*]	the Extras label	[Red Pencil]	number of Red Pencils ordered

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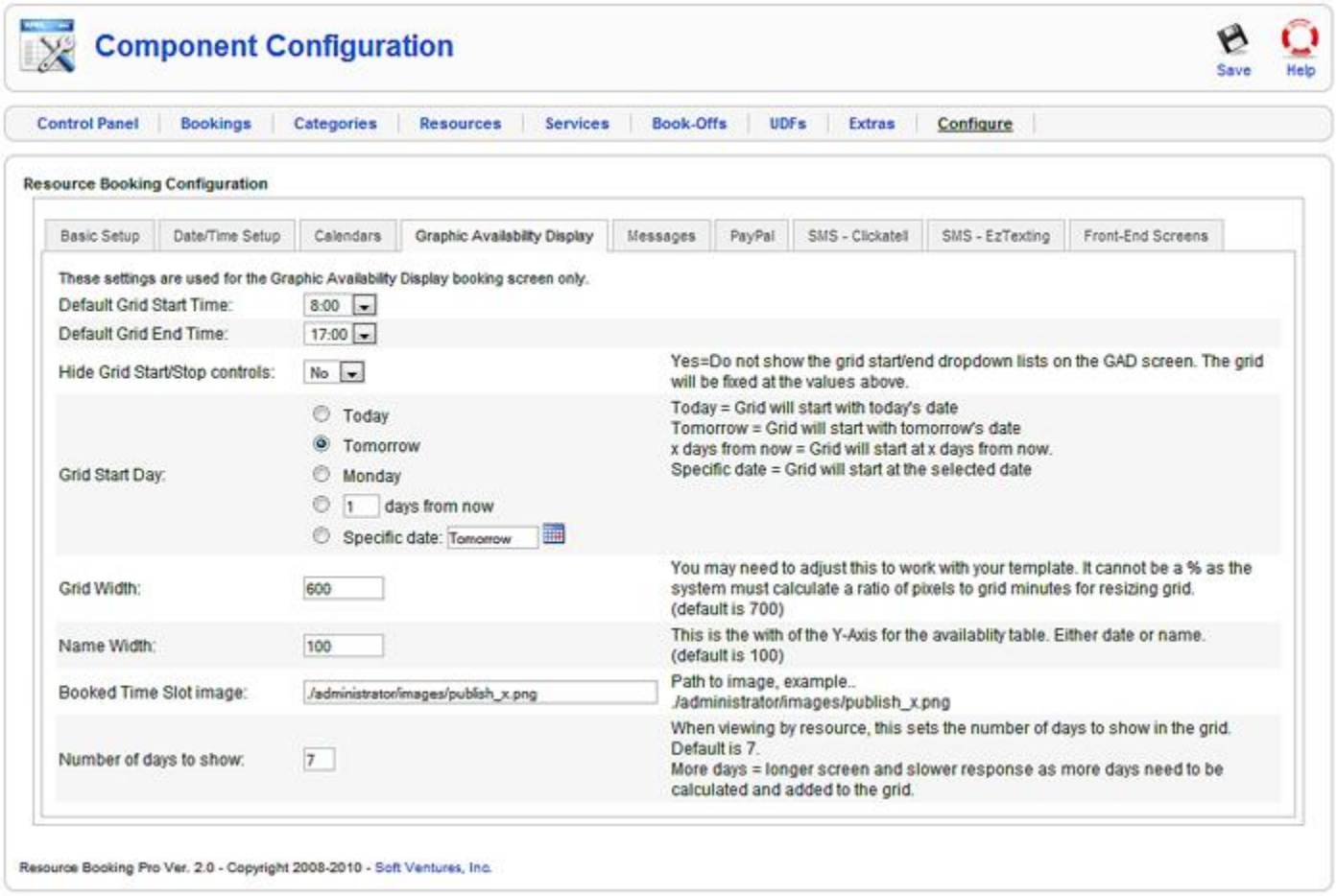
Graphic Availability Display


Component Configuration
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Control Panel
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Resources
Services
Book-Offs
UDFs
Extras
Configure
Resource Booking Configuration
Basic Setup
Date/Time Setup
Calendars
Graphic Availability Display
Messages
PayPal
SMS - Clickatell
SMS - EzTexting
Front-End Screens
These settings are used for the Graphic Availability Display booking screen only.
Default Grid Start Time:
8:00
Default Grid End Time:
17:00
Hide Grid Start/Stop controls:
No
Yes=Do not show the grid start/end dropdown lists on the GAD screen. The grid will be fixed at the values above.
Grid Start Day:
Today
Tomorrow
Monday
1
days from now
Specific date:
Tomorrow
Today = Grid will start with today's date
Tomorrow = Grid will start with tomorrow's date
x days from now = Grid will start at x days from now.
Specific date = Grid will start at the selected date
Grid Width:
600
You may need to adjust this to work with your template. It cannot be a % as the system must calculate a ratio of pixels to grid minutes for resizing grid. (default is 700)
Name Width:
100
This is the with of the Y-Axis for the availablity table. Either date or name. (default is 100)
Booked Time Slot image:
./administrator/images/publish_x.png
Path to image, example.. ./administrator/images/publish_x.png
Number of days to show:
7
When viewing by resource, this sets the number of days to show in the grid. Default is 7.
More days = longer screen and slower response as more days need to be calculated and added to the grid.
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These settings are used for the Graphic Availability Display (GAD) booking screen only.

This display presents an alternate booking screen in which the user chooses a timeslot from a table of available slots.

Default Grid Start Time: The user can adjust the grid or table of timeslots to display an appropriate range of hours. This setting is the default when the screen opens.

Default Grid End Time: The user can adjust the grid or table of timeslots to display an appropriate range of hours. This setting is the default when the screen opens.

Hide Grid Start/Stop controls: If you do not need or want your visitors to change the grid range you can turn off the controls.

Grid Start Day: Set what day the grid opens on.

Grid Width: This is the width of the timeslots grid. You may need to adjust this to work with your template. This must be a number of pixels, not a percentage, as the system must calculate a ratio of pixels to grid minutes for resizing grid. (default is 700)

Name Width: This is the width of the Y-Axis for the availability table. Either date or name. Again, it must be a number of pixels not a %. (default is 100)

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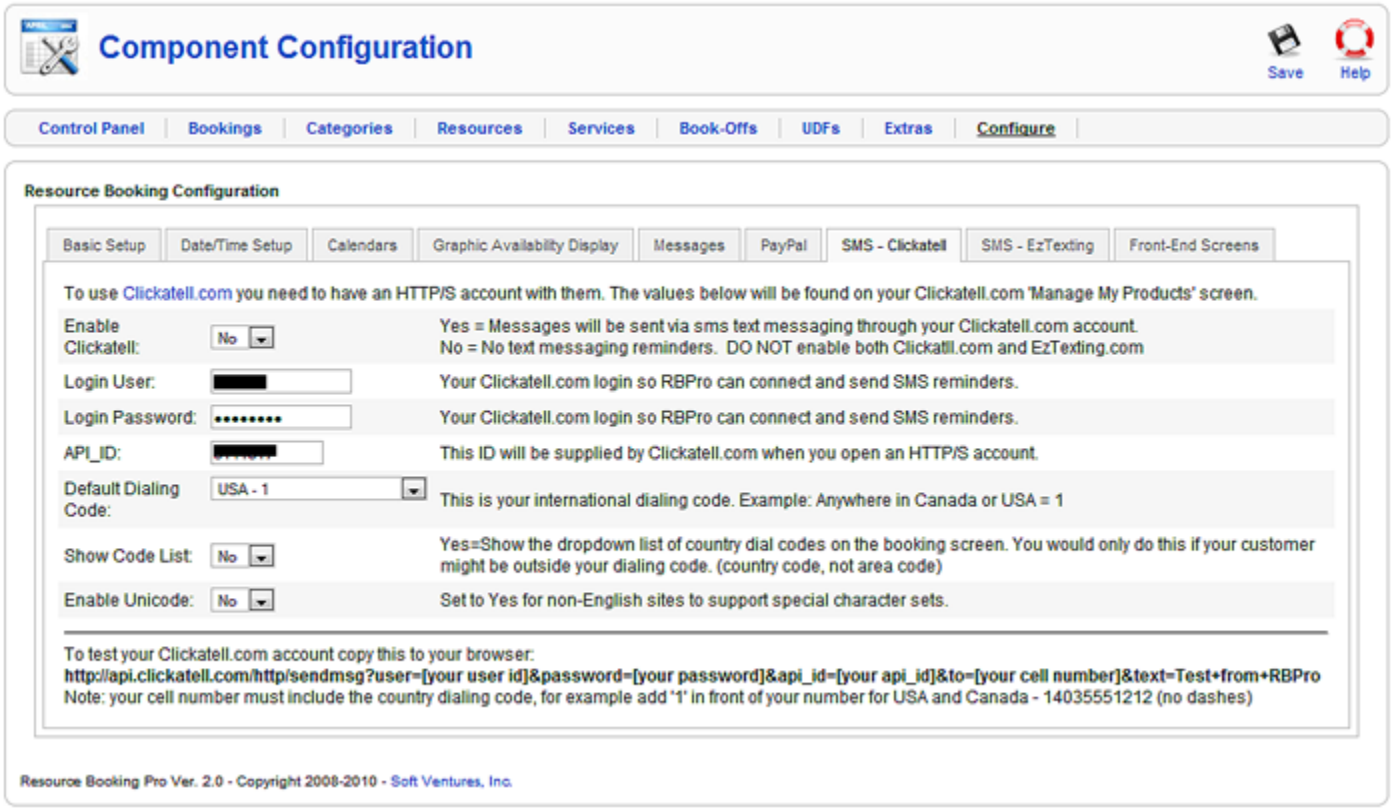
Available Time Slot image: You can specify an image to be shown in the available timeslots. This is a path to image, example: "./administrator/images/tick.png"

Number of days to show: This setting determines the number of days to display in the availability grid. Default is 7.

The colors for this screen are set in the css file and can be tailored to you site. See the section on CSS elsewhere in this guide.

SMS - Clickatell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SMS - Clickatell
SMS - EzTexting
Front-End Screens
To use Clickatell.com you need to have an HTTP/S account with them. The values below will be found on your Clickatell.com 'Manage My Products' screen.
Enable Clickatell:
No
Yes = Messages will be sent via sms text messaging through your Clickatell.com account.
No = No text messaging reminders. DO NOT enable both Clickatll.com and EzTexting.com
Login User:
Your Clickatell.com login so RBPro can connect and send SMS reminders.
Login Password:
Your Clickatell.com login so RBPro can connect and send SMS reminders.
API_ID:
This ID will be supplied by Clickatell.com when you open an HTTP/S account.
Default Dialing Code:
USA - 1
This is your international dialing code. Example: Anywhere in Canada or USA = 1
Show Code List:
No
Yes=Show the dropdown list of country dial codes on the booking screen. You would only do this if your customer might be outside your dialing code. (country code, not area code)
Enable Unicode:
No
Set to Yes for non-English sites to support special character sets.
To test your Clickatell.com account copy this to your browser:
http://api.clickatell.com/http/sendmsg?user=[your user id]&password=[your password]&api_id=[your api_id]&to=[your cell number]&text=Test+from+RBPro
Note: your cell number must include the country dialing code, for example add '1' in front of your number for USA and Canada - 14035551212 (no dashes)
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This screen is where you set RBPro to use Clickatell.com for sending SMS text messages.

The data for this screen comes from your Clickatell.com account's 'Manage My Products' page.

You should ensure you account is functioning properly before incorporating it into RBPro.

Clickatell.com is **not available in the USA**. USA customers use EzTexing.com.

DO NOT enable both Clickatell AND EzTexting

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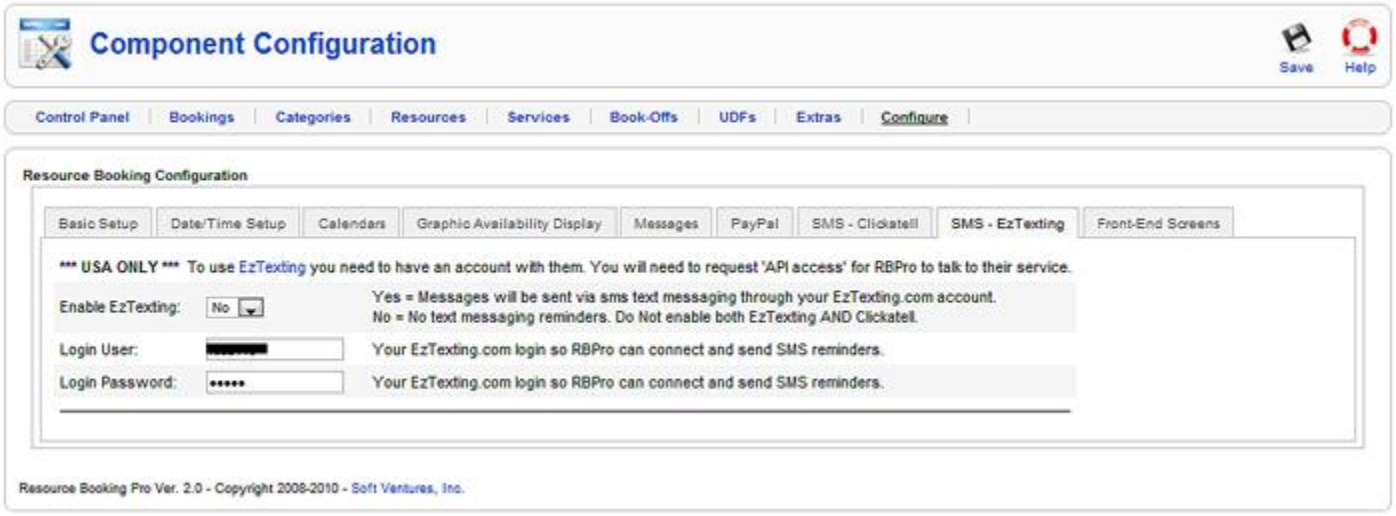
SMS – EzTexting


Component Configuration
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Extras
Configure
Resource Booking Configuration
Basic Setup
Date/Time Setup
Calendars
Graphic Availability Display
Messages
PayPal
SMS - Clickatell
SMS - EzTexting
Front-End Screens
*** USA ONLY *** To use EzTexting you need to have an account with them. You will need to request 'API access' for RBPro to talk to their service.
Enable EzTexting:
No
Yes = Messages will be sent via sms text messaging through your EzTexting.com account.
No = No text messaging reminders. Do Not enable both EzTexting AND Clickatell.
Login User:
Your EzTexting.com login so RBPro can connect and send SMS reminders.
Login Password:
Your EzTexting.com login so RBPro can connect and send SMS reminders.
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This screen is where you set RBPro to use EzTexting.com for sending SMS text messages.

You should ensure you account is functioning properly before incorporating it into RBPro.

EzTexting.com is **only available in the USA and Canada**. Non-USA customers use Clickatell.com.

DO NOT enable both Clickatell AND EzTexting

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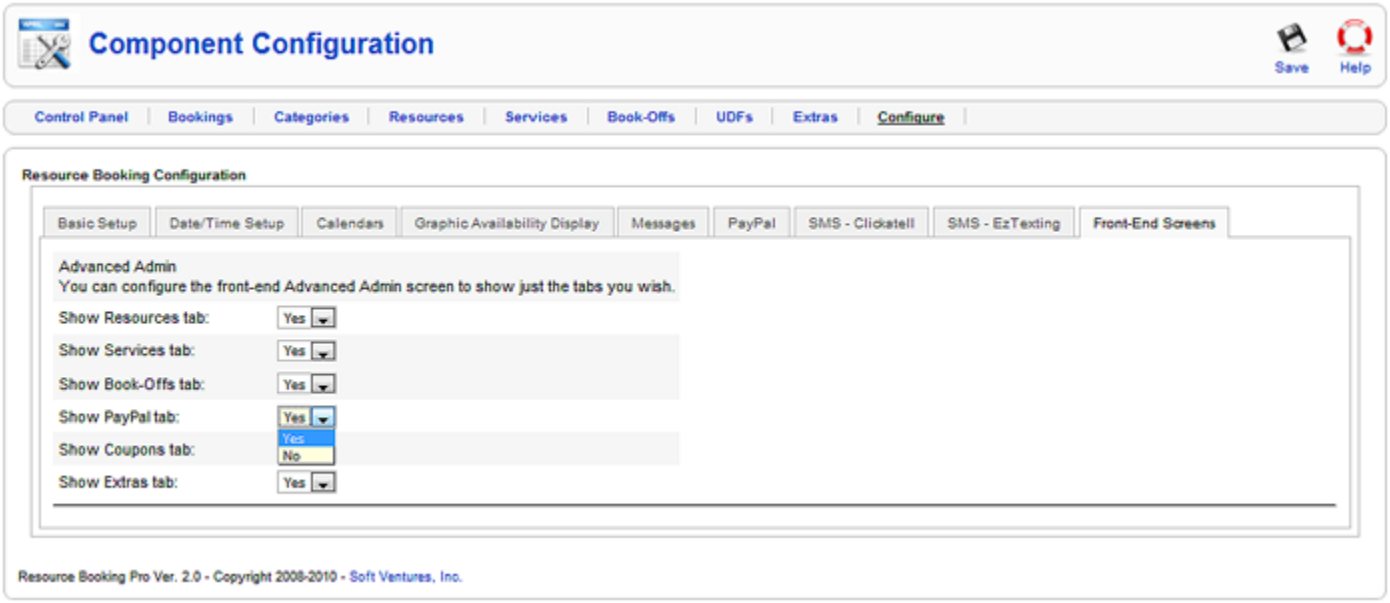
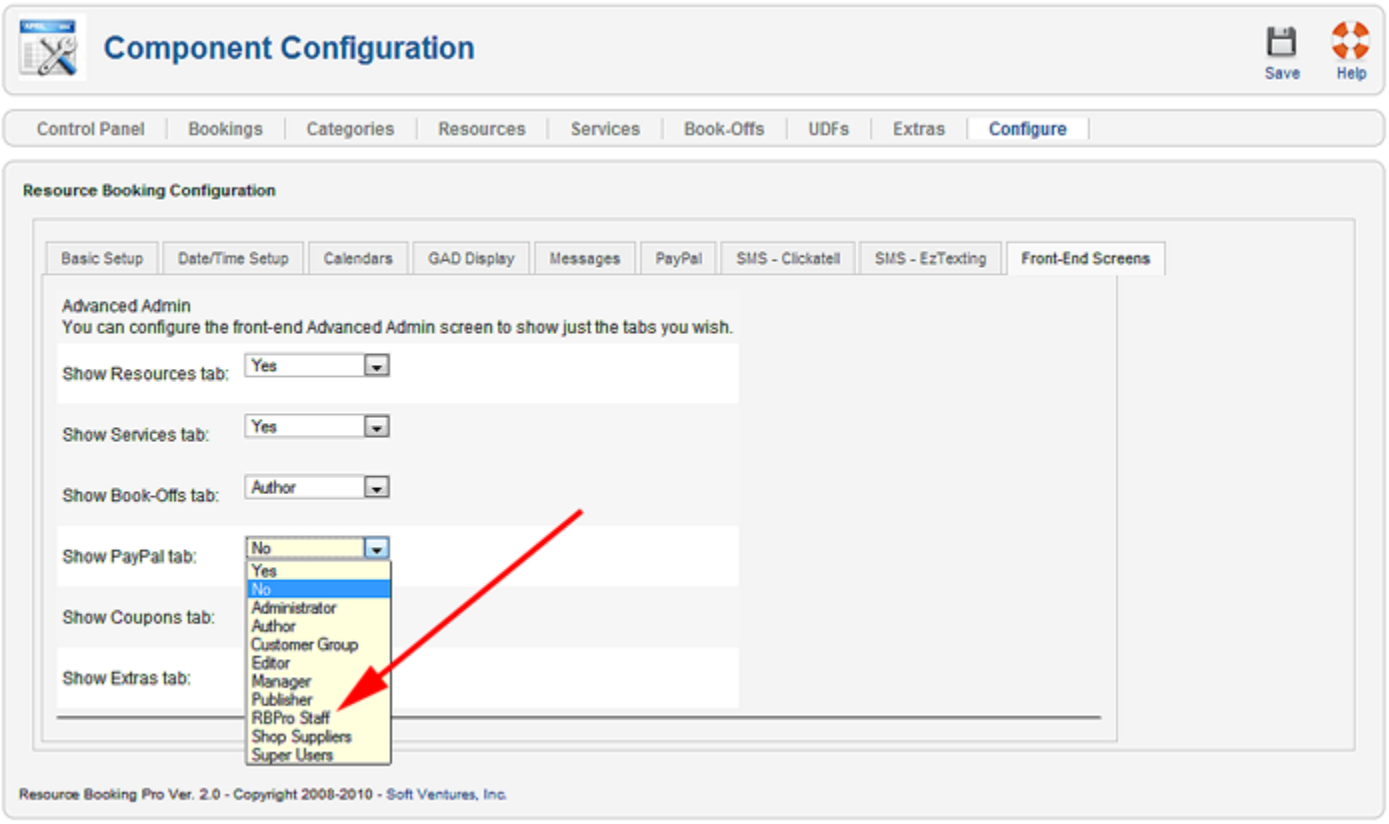
Front-End Screens

(**Joomla 1.5**)



(**Joomla 1.6**)



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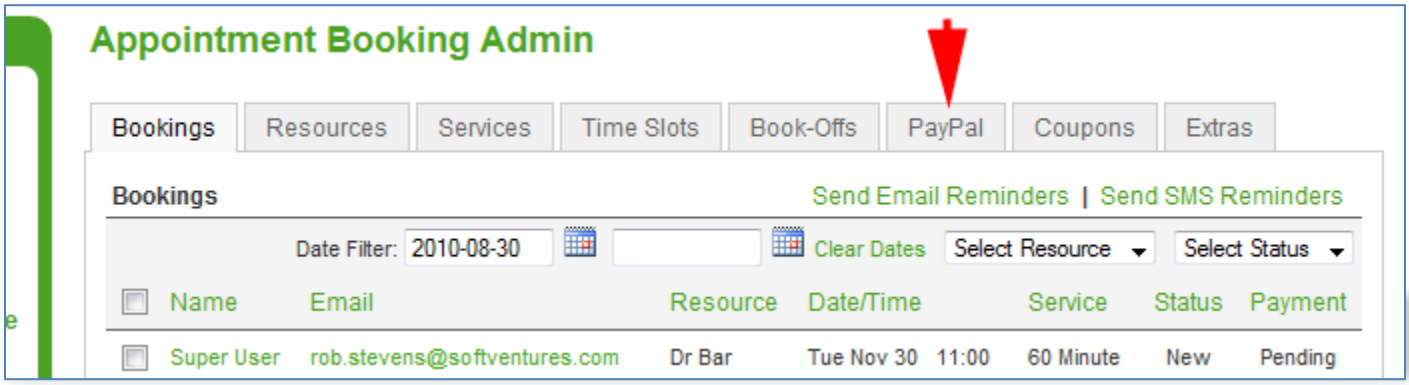
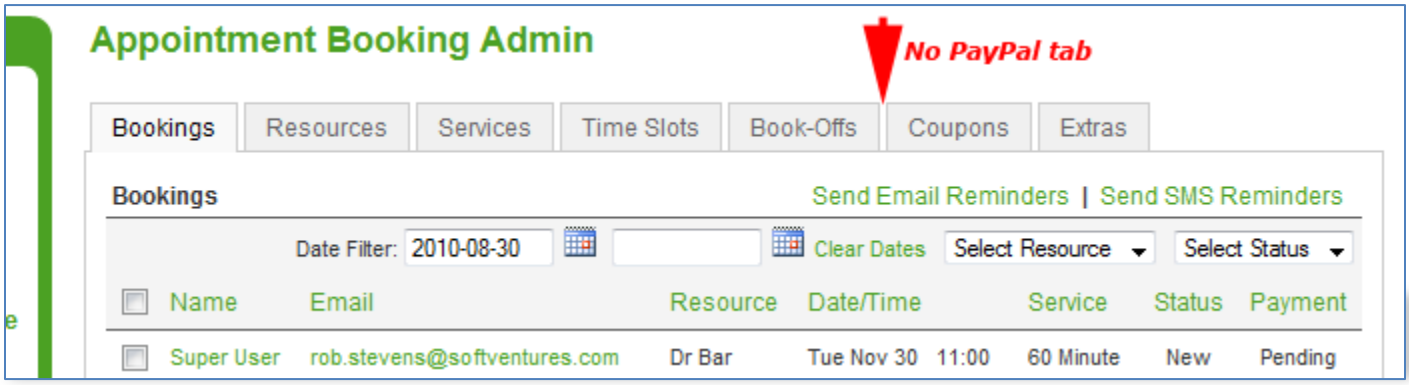
Turns on/off tabs in Advanced Front-End Admin screen.





Joomla 1.5

You can turn the tabs on/off

Joomla 1.6

You can set what group sees the tab.

Joomla 1.6 supports users defined groups.

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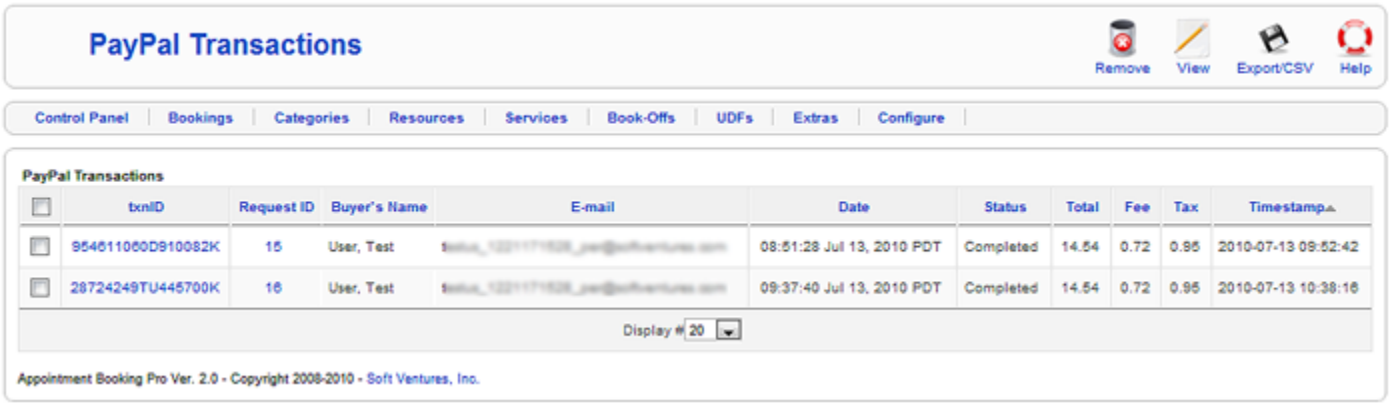
PayPal Transactions



*Your customers **do not need a PayPal account** to purchase via PayPal.*

Resource Booking Pro 1.3.3 can be set to:

- **Not use PayPal** - no PayPal payment is invoked.
- **Only use PayPal** - the user can **only** make a booking if they pay.
- **Offer both PayPal and non-PayPal** - you can give the user the choice, two buttons one for PayPal, one for no-PayPal (pay later)

With PayPal enabled, the booking screen will show the calculated cost at hours x rate, or flat rate depending on how you set it up.

The other main difference when enabling PayPal, is that a new request will get inserted with a status of 'pending' rather than 'new'. The user is sent to PayPal to make their payment. They are sent back to your site. In a separate thread, PayPal processes the payment and sends an IPN (Instant Payment Notification) message to your site. This IPN is really not 'instant' and your customer may have been returned to your site before the IPN arrives. In this case the in-progress message is shown to the customer. When PayPal completes the payment processing, they send the customer an email and send your site an IPN message. When the customer comes back to your site; the return page checks to see if the transaction has completed. If it has, it displays the confirmation message, if not it displays the in-progress message. These messages are set in the 'Messages' tab.

There is a possibility that the customer may abandon the booking after being sent to PayPal. In this case the booking will stay in 'pending' and need to be cleared manually. If the customer elects to 'Cancel' the payment in PayPal, the IPN will reflect that and RBPro will set the request from 'pending' to 'cancelled'.

Toolbar Icons

Remove: Deletes one or more booking requests.
View: Opens the PayPal Transactions screen to allow you to view the details as received from PayPal.
Export/CSV: Exports request details for one or more PayPal Transactions to a csv file. The csv file can be read into Excel

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for reporting purposes.
Help: Opens this help screen.

List Area

PayPal txnID: Unique identified generated by PayPal for the transaction.
Request ID: The RBPro request to which this PayPal transaction refers.
Buyer`s Name: Name of the person who made the PayPal transaction. This may not be the same name as on the booking request.
Email: Email address of the person who made the PayPal transaction. This may not be the same name as on the booking request.
Date: Date and time of the PayPal transaction.
Status: PayPal status.
Total: Total amount of transaction.
Fee: Fee if any
Tax: Tax if any
Timestamp: Date and time PayPal IPN was received by RBPro.

Click on the **PayPal Txn** link to view the details of the PayPal transaction (read only)

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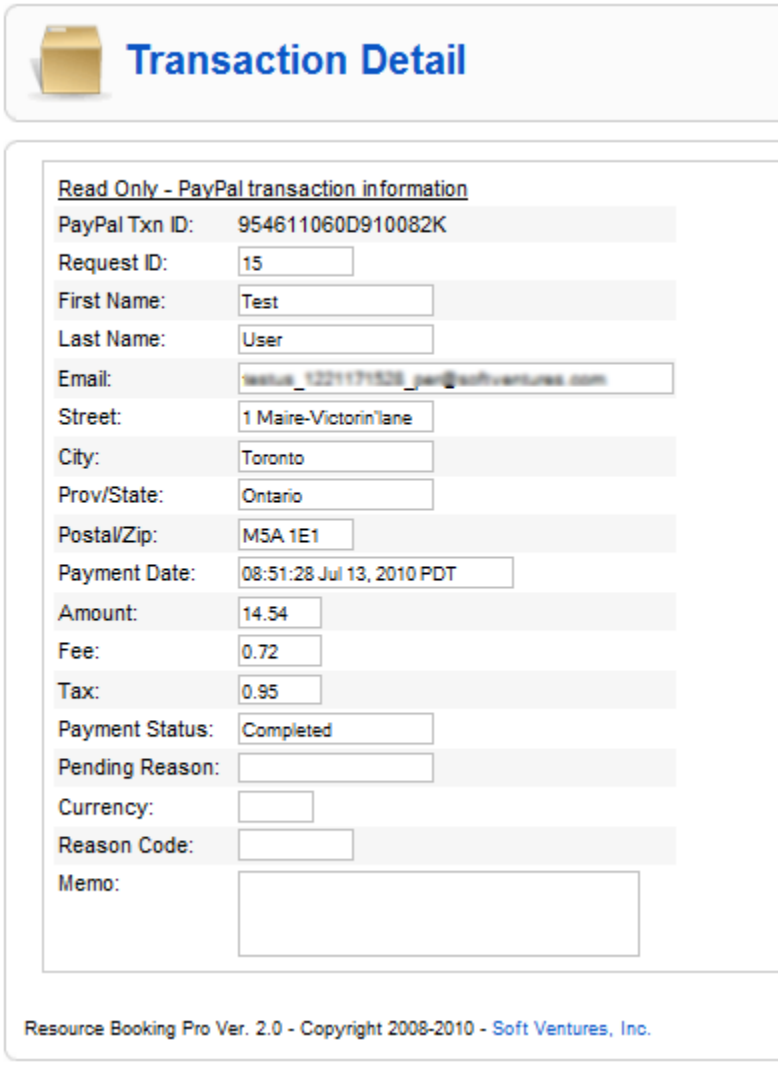
PayPal Transaction Detail



This screen shows the data send from PayPal and is read-only.

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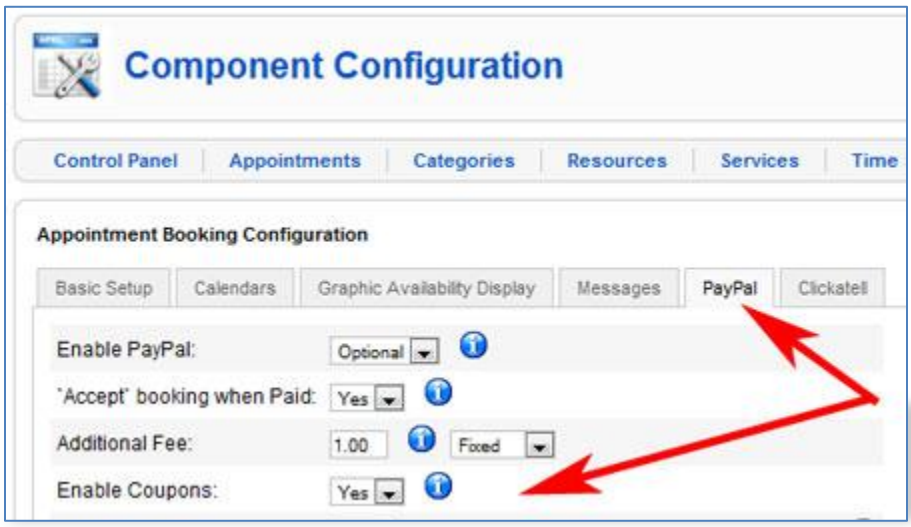
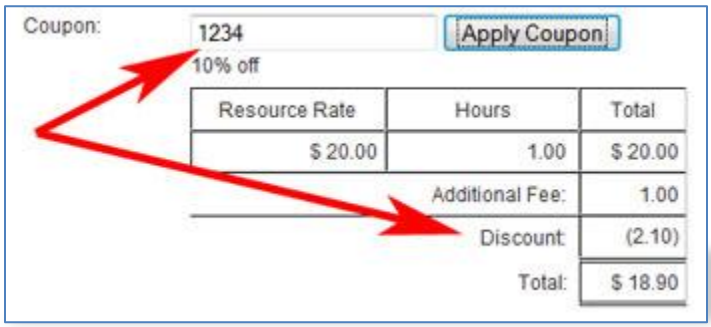
Coupons

The coupon system allows you to create coupon codes, assign discount levels and expiry dates to them and give them to customers. With the coupon system enabled (done in the Configure/PayPal screen) the booking screen will show a coupon entry box. When the customer enters a code, it is validated and the discount applied to the total cost.

Coupons are only meaningful when PayPal is enabled.





To offer a FREE booking set **Value = 100** and the **Type = Percent**.

If the PayPal total after discount is $0, no trip to PayPal is made and the booking is placed immediately.

The Booking detail will show a coupon code is one was used in the booking.

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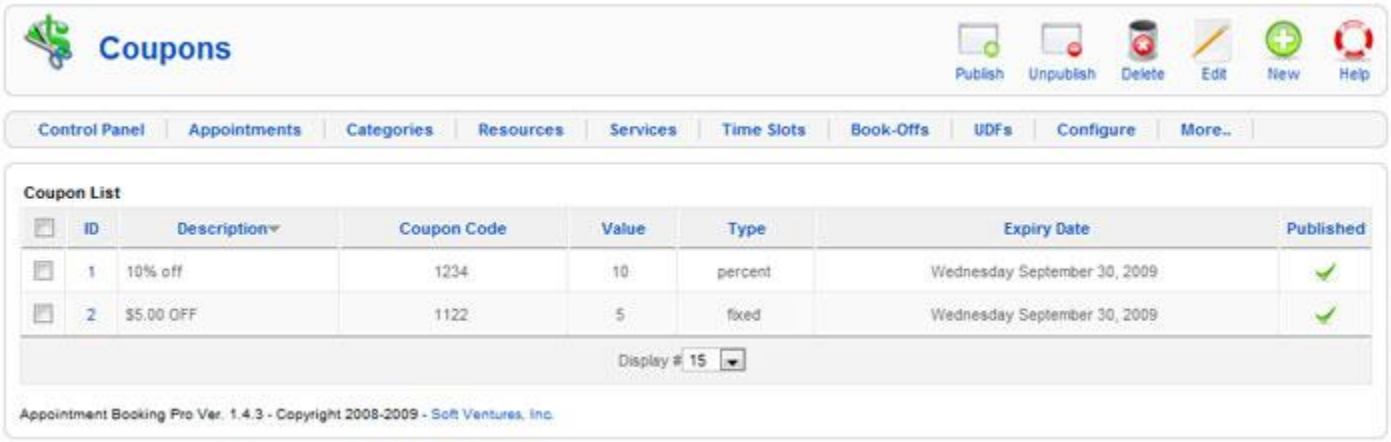
The Coupons screen is accessed via the **Coupons** control panel icon or **More | Coupons**.



Toolbar Icons

Publish: Sets one or more coupons to Unpublished. Unpublished coupons will return 'Invalid Coupon' on the Appointment Booking screen.
Unpublish: Sets one or more coupons to Unpublished.
Remove: Deletes one or more coupons.
Edit: Opens the Coupon Edit screen to allow you to view and modify the coupon.
New: Opens the New Coupon screen to allow you to add a new coupon.
Help: Opens this help screen.

List Area

ID: Unique ID for the coupon.
Description: This text appears on the booking screen.
Coupon Code: The Coupon Code is what the customer enters to get the discount. When the user enters a coupon code it is validated by the system and the appropriate discount is applied. This code is stored in the booking so you can tell a customer used a coupon with the order.
Value: This is the amount that will be discounted.
Type: This tells what type of discount will be applied, fixed amount or percentage.
Expiry: This tells when the coupon will expire. An expired coupon will return 'Coupon Expired' when the user attempts to use it.
Published: Indicates the published state.

Click on the **ID** to open the edit screen.

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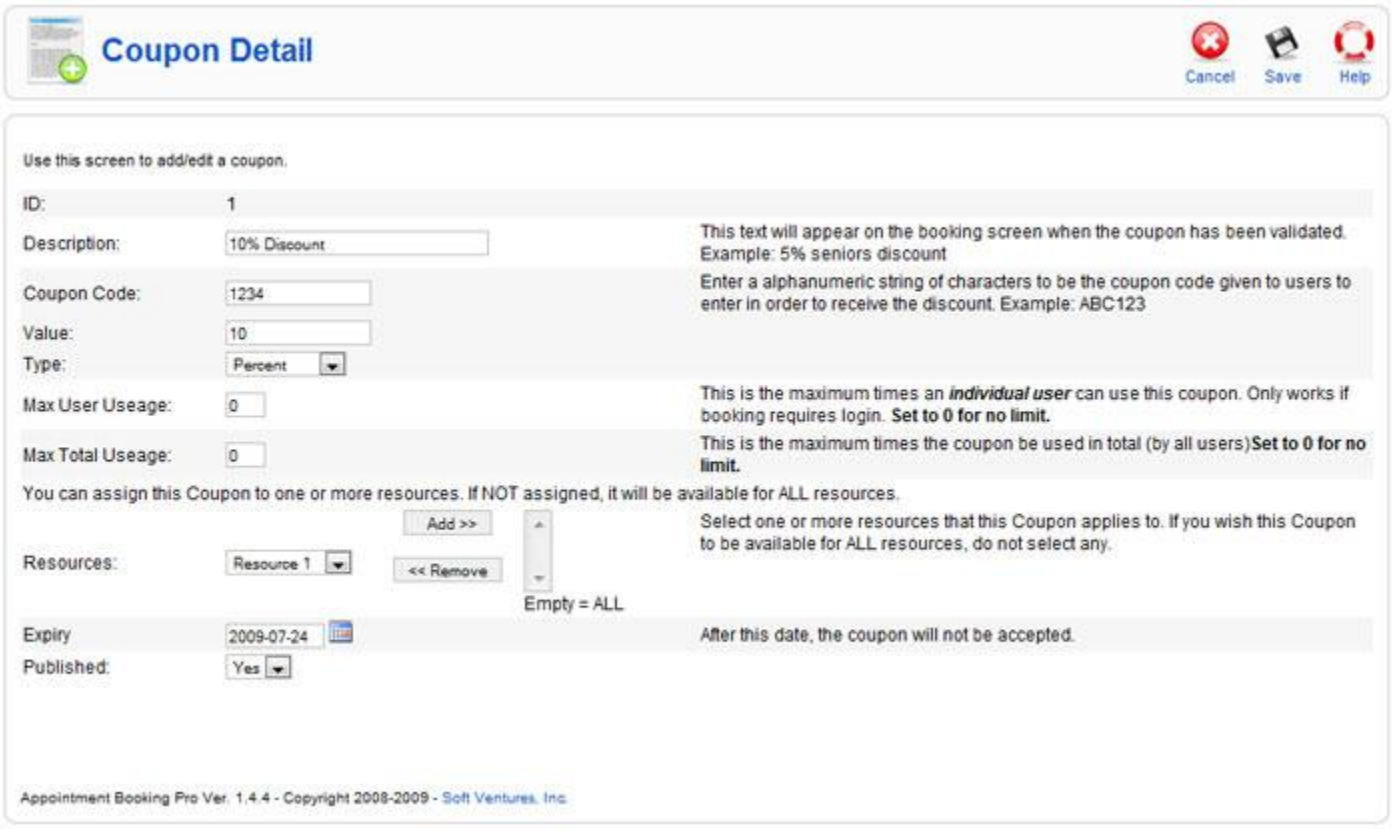
Coupon Detail


Coupon Detail
Cancel
Save
Help
Use this screen to add/edit a coupon.
ID:
1
Description:
10% Discount
This text will appear on the booking screen when the coupon has been validated. Example: 5% seniors discount
Coupon Code:
1234
Enter a alphanumeric string of characters to be the coupon code given to users to enter in order to receive the discount. Example: ABC123
Value:
10
Type:
Percent
Max User Useage:
0
This is the maximum times an individual user can use this coupon. Only works if booking requires login. Set to 0 for no limit.
Max Total Useage:
0
This is the maximum times the coupon be used in total (by all users)Set to 0 for no limit.
You can assign this Coupon to one or more resources. If NOT assigned, it will be available for ALL resources.
Add >>
<< Remove
Resources:
Resource 1
Empty = ALL
Select one or more resources that this Coupon applies to. If you wish this Coupon to be available for ALL resources, do not select any.
Expiry
2009-07-24
After this date, the coupon will not be accepted.
Published:
Yes
Appointment Booking Pro Ver. 1.4.4 - Copyright 2008-2009 - Soft Ventures, Inc.

Toolbar Icons

Cancel: Abort changes and return to the previous screen.
Save: Save changes and return to the previous screen.
Help: Opens this help screen.

Edit Area

Description: This text appears on the booking screen when the user enters a coupon code it it is validated by the system. Examples: '10% OFF', 'Summer Special'

Coupon Code: The Coupon Code is what the customer enters to get the discount. This code is stored in the booking so you can tell a customer used a coupon with the order.

Value: This is the amount that will be discounted. Must be a number.

Type: This tells what type of discount will be applied, fixed amount or percentage.

Max User Usage: This is the maximum times an individual user can use this coupon. Only works if booking requires login. Set to 0 for no limit.

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Max Total Usage: This is the maximum times the coupon be used in total (by all users)Set to 0 for no limit.
If non-0 Max Total must be equal to or greater than Max User.

Resources: You can assign this coupon to one or more resources. If NOT assigned, it will be available for ALL. Select one or more resources that this coupon applies to. If you wish this coupon to be available for ALL resources, do not select any.

Expiry: This tells when the coupon will expire. And expired coupon will return 'Coupon Expired' when the user attempts to use it.

Published: Indicates the published state.

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Edit Files

This screen allows the administrator to change the component's CSS and/or language file from within the Administrator area.

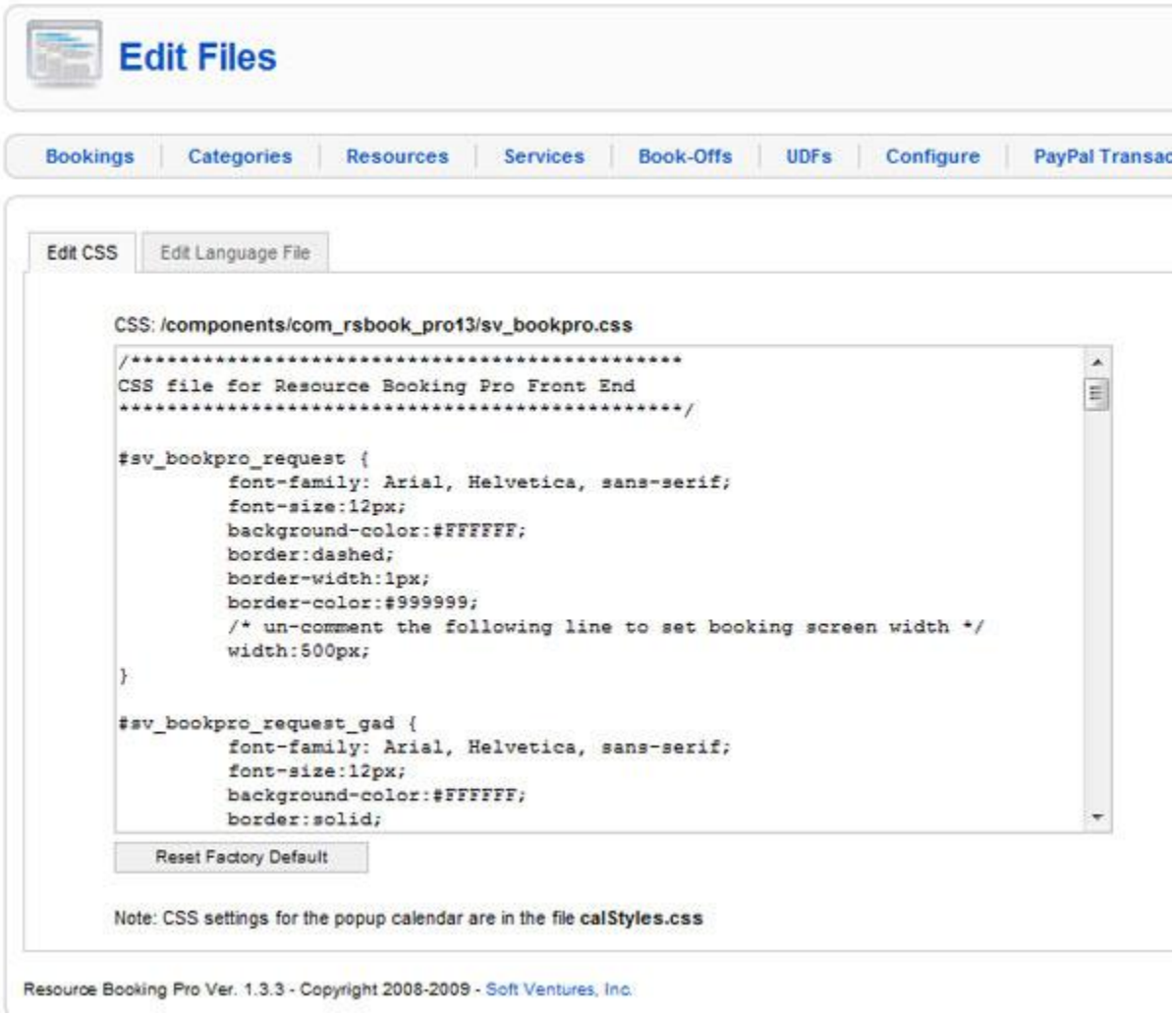
The language file can be used for translation of the component's front-end to another language or merely to **change labels on front-end screens**. The language file ONLY relates to front-end screens not the administrator screens.

Toolbar Icons

Save: Save changes.
Help: Opens this help screen.

Tabs

Edit CSS : This tab displays the component CSS file. Make changes as desired then click on 'Save'.



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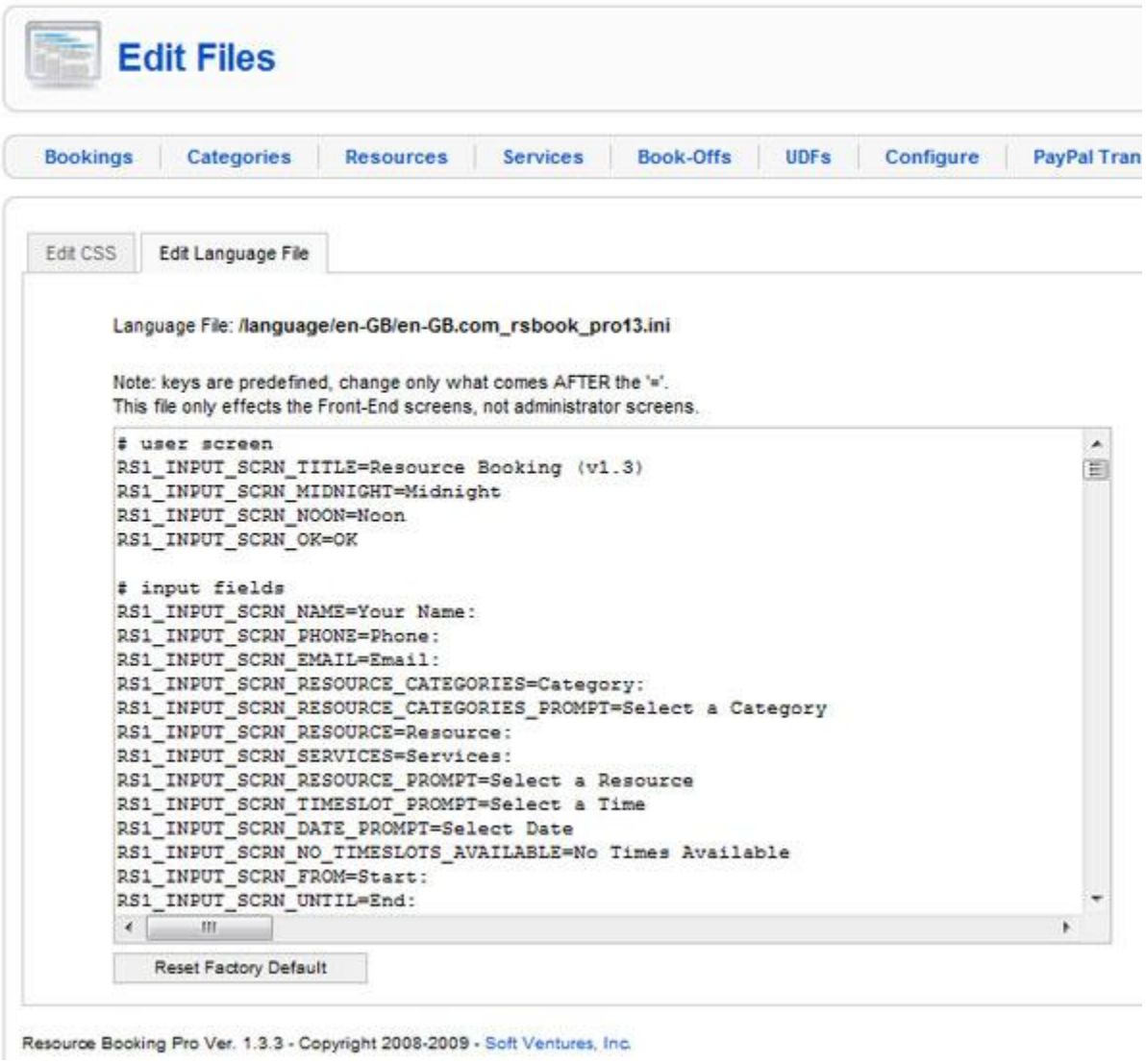
Edit Language File: This tab displays the component's English language file. Make changes as desired then click 'Save'.



The file format is [key]=[value]

Change ONLY the value, or, the text AFTER the "=".

On both screens the 'Reset Factory Default' button will load the original CSS or Language files into the screen. You must click on 'Save' to have the defaults written out to disk.

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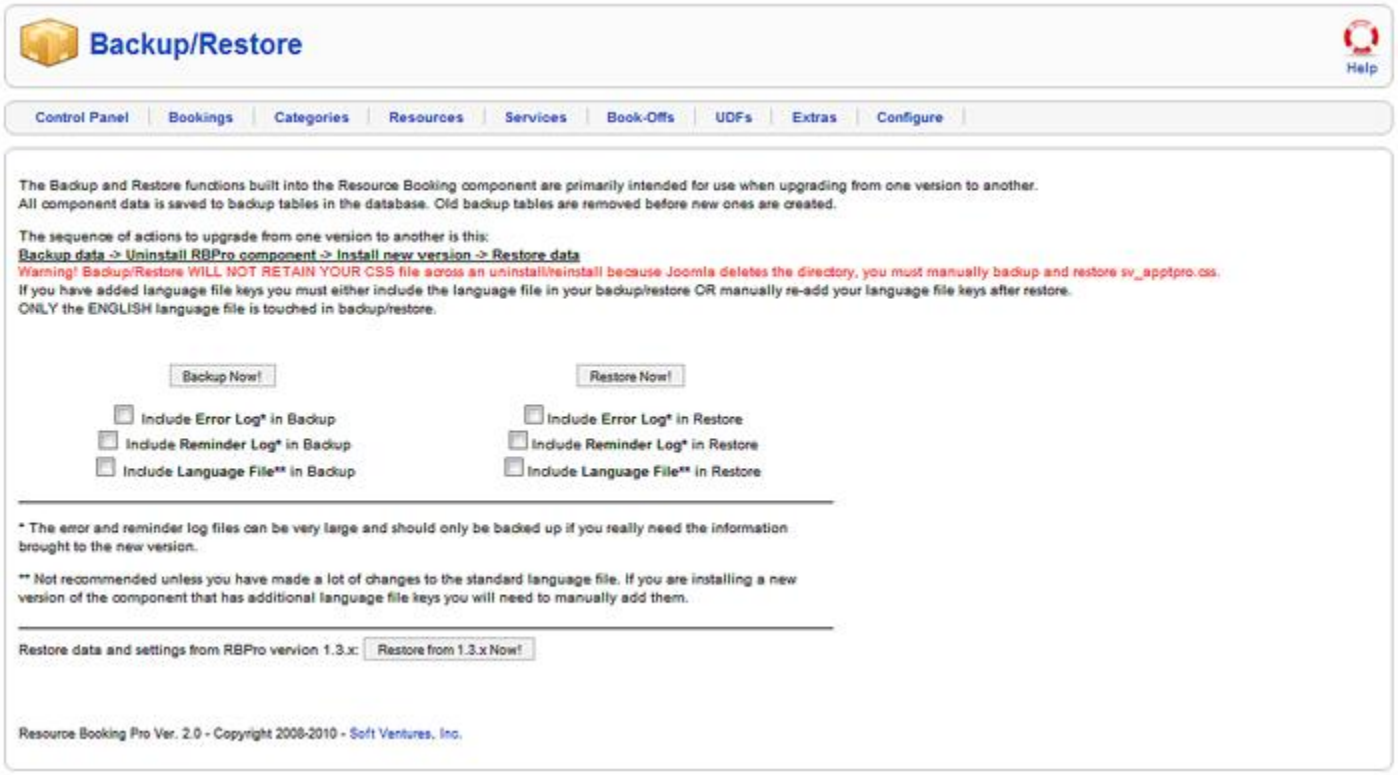
Backup/Restore

The Backup and Restore functions built into the Appointment Booking component are primarily intended for use when upgrading from one version to another. All component data is saved to backup tables in the database. Old backup tables are removed before new ones are created.


Backup/Restore
Help
Control Panel
Bookings
Categories
Resources
Services
Book-Offs
UDFs
Extras
Configure
The Backup and Restore functions built into the Resource Booking component are primarily intended for use when upgrading from one version to another.
All component data is saved to backup tables in the database. Old backup tables are removed before new ones are created.
The sequence of actions to upgrade from one version to another is this:
Backup data -> Uninstall RBPro component -> Install new version -> Restore data
Warning! Backup/Restore WILL NOT RETAIN YOUR CSS file across an uninstall/reinstall because Joomla deletes the directory, you must manually backup and restore sv_apptpro.css.
If you have added language file keys you must either include the language file in your backup/restore OR manually re-add your language file keys after restore.
ONLY the ENGLISH language file is touched in backup/restore.
Backup Now!
Restore Now!
Include Error Log* in Backup
Include Reminder Log* in Backup
Include Language File** in Backup
Include Error Log* in Restore
Include Reminder Log* in Restore
Include Language File** in Restore
* The error and reminder log files can be very large and should only be backed up if you really need the information brought to the new version.
** Not recommended unless you have made a lot of changes to the standard language file. If you are installing a new version of the component that has additional language file keys you will need to manually add them.
Restore data and settings from RBPro version 1.3.x:
Restore from 1.3.x Now!
Resource Booking Pro Ver. 2.0 - Copyright 2008-2010 - Soft Ventures, Inc.

The sequence of actions to upgrade from one version to another is this:
Backup data -> Uninstall RB component -> Install new version -> Restore data

With database tables you can merge old data into new table structures. This cannot be done with the language file because it is a plain text file. If you are doing a backup/restore because you are moving from one RBPro version to the next, the new version will have a new language file with, possibly, new language keys defined. If you choose to backup/restore the language file it will overwrite the new file with your old one. That will keep all you old modifications but it will also remove any new language keys. You will need to manually re-apply these keys.

Toolbar Icons

Help: Opens the help screen.

Actions

Backup Now! : This will create backup database tables and copy your current settings to them. If the backup tables already exist, they will be overwritten. If a table has no data it will not be copied. This is to prevent accidentally backing up empty tables over your real backup.

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Restore Now! : This will look to see if there are backup tables and if there are, it will replace the contents of the production tables with the contents of the back tables. If a backup table has no data in it it will not be copied. This is to prevent accidentally restoring up empty tables over your production tables.

Include Error log in Backup/Restore: These can get large and may be of little value brought forward on an upgrade.

Include Reminder log in Backup/Restore: These can get large and may be of little value brought forward on an upgrade.

Include Language File in Backup : Make a backup copy of your English language file.

Include Language File in Restore : Restore a previously created English language file backup.

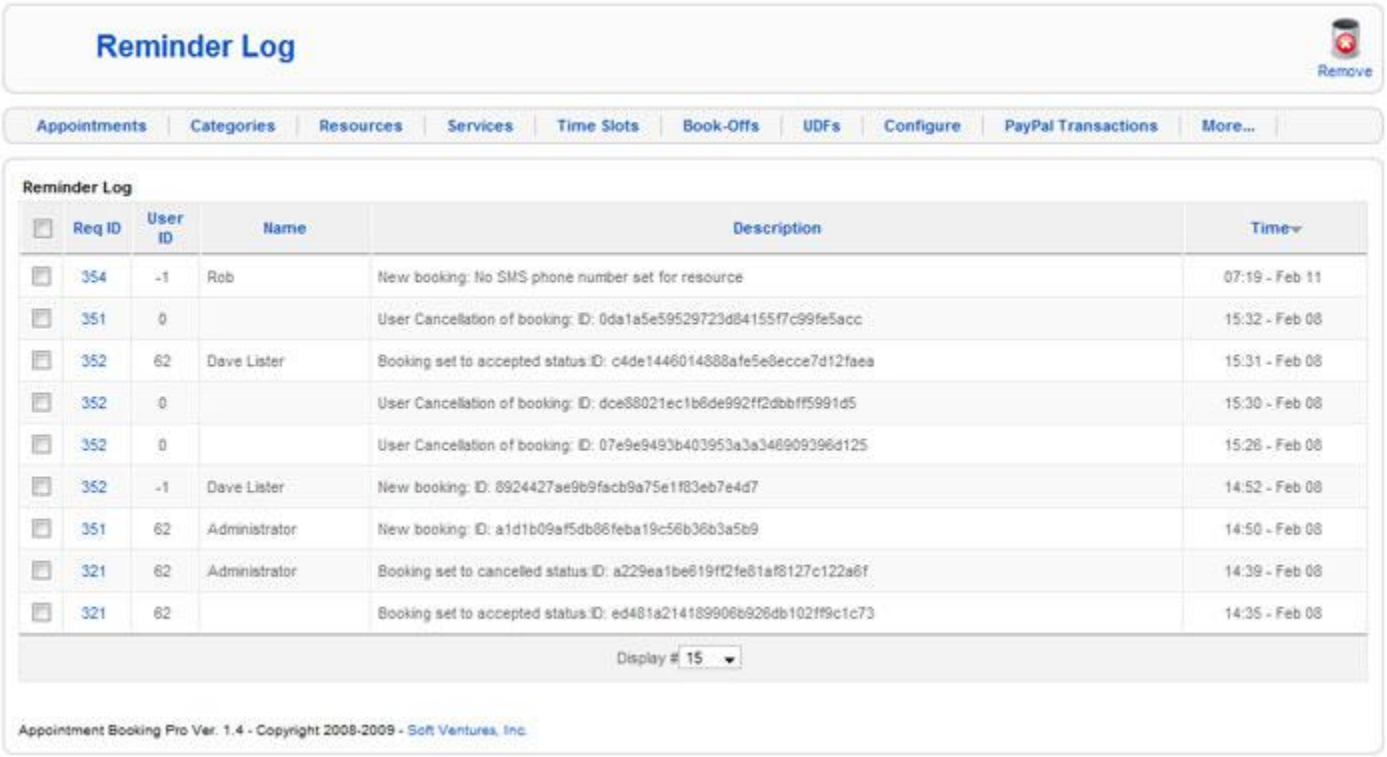
Restore from 1.3.x Now!: This will bring data and settings from RBPro 1.3.x into 2.0.

Error Log

Check here if you are experiencing problems. This is also a good place to look if PayPal does not work correctly.

Reminder Log

Originally added as a way to keep track of reminders sent, especially by automated cron jobs, it is also used now for logging SMS text messages.


Reminder Log
Remove
Appointments
Categories
Resources
Services
Time Slots
Book-Offs
UDFs
Configure
PayPal Transactions
More...
Reminder Log
Req ID
User ID
Name
Description
Time
354 -1 Rob New booking: No SMS phone number set for resource 07:19 - Feb 11
351 0 User Cancellation of booking: ID: 0da1a5e59529723d84155f7c99fe5acc 15:32 - Feb 08
352 62 Dave Lister Booking set to accepted status ID: c4de1446014888afe5e8ecce7d12faea 15:31 - Feb 08
352 0 User Cancellation of booking: ID: dce88021ec1b6de992ff2dbbff5991d5 15:30 - Feb 08
352 0 User Cancellation of booking: ID: 07e9e9493b403953a3a346909396d125 15:26 - Feb 08
352 -1 Dave Lister New booking: ID: 8924427ae9b9facb9a75e1f83eb7e4d7 14:52 - Feb 08
351 62 Administrator New booking: ID: a1d1b09af5db86feba19c56b36b3a5b9 14:50 - Feb 08
321 62 Administrator Booking set to cancelled status ID: a229ea1be619ff2fe81af8127c122a6f 14:39 - Feb 08
321 62 Booking set to accepted status ID: ed481a214189906b926db102ff9c1c73 14:35 - Feb 08
Display # 15
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It can get big and should be emptied when it does.

Req ID: The booking that this entry refers to.
User ID: The user doing the activity, example a resource administrator sending reminders interactively. A '-1' indicates no user can be determined.
Name: Name from the booking request.
Description: Description of the entry.
Time: When it happened.

About

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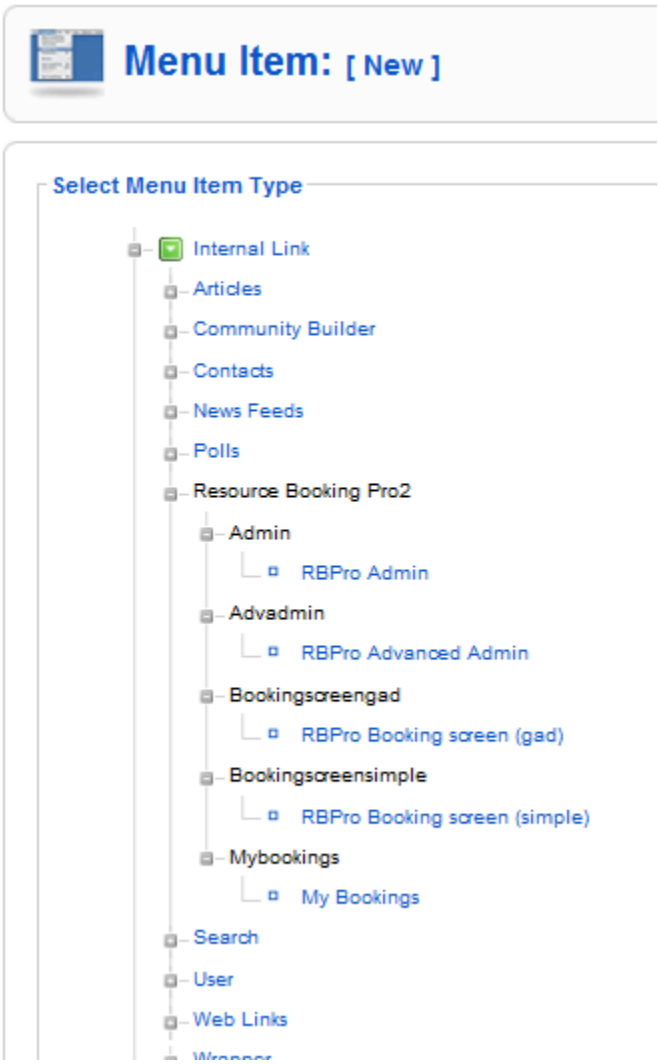
Front End Screens

To access front end screen you need to assign a menu to them.
Normally the booking screen(s) would be on the Joomla 'Main Menu' and the others would be on the 'User Menu' (only accessible after login)



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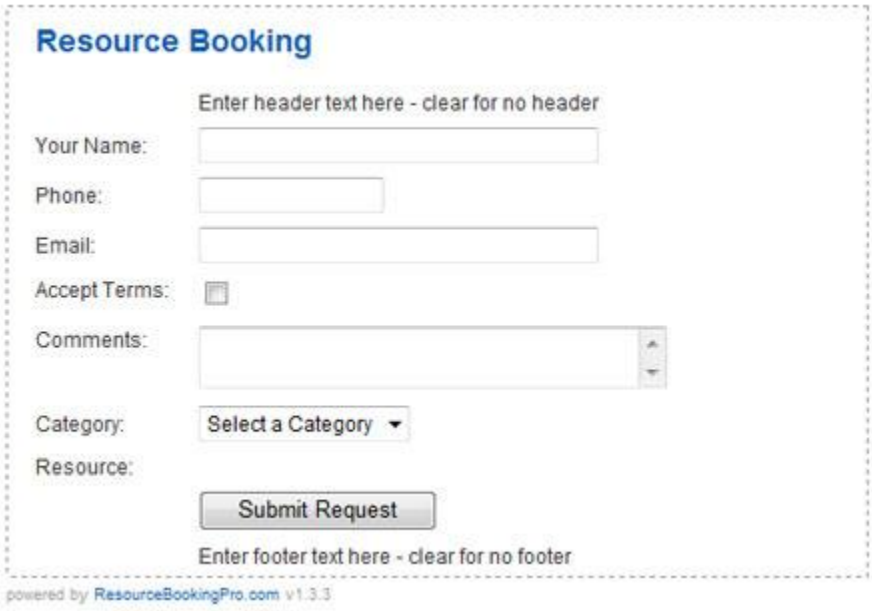
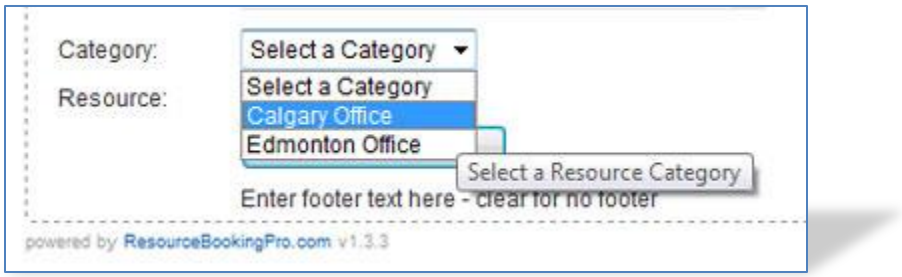
Booking Screen

The booking screen's appearance will vary greatly depending on what options you have configured in. The screen here is fairly basic, it has a few UDFs and uses categories.



Select a Category to fetch Resources..



Then it fetches the available dates..

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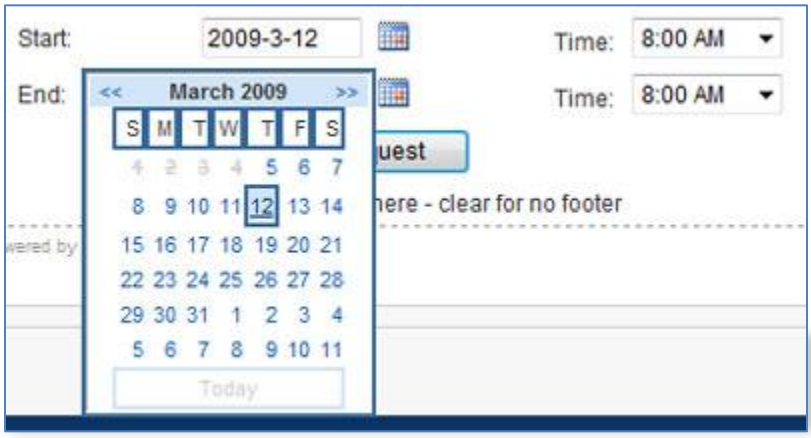
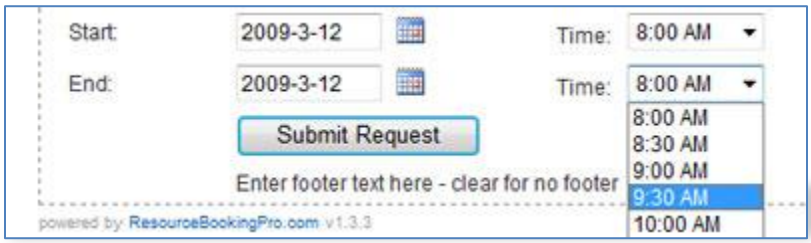


Finally choose start and end times..



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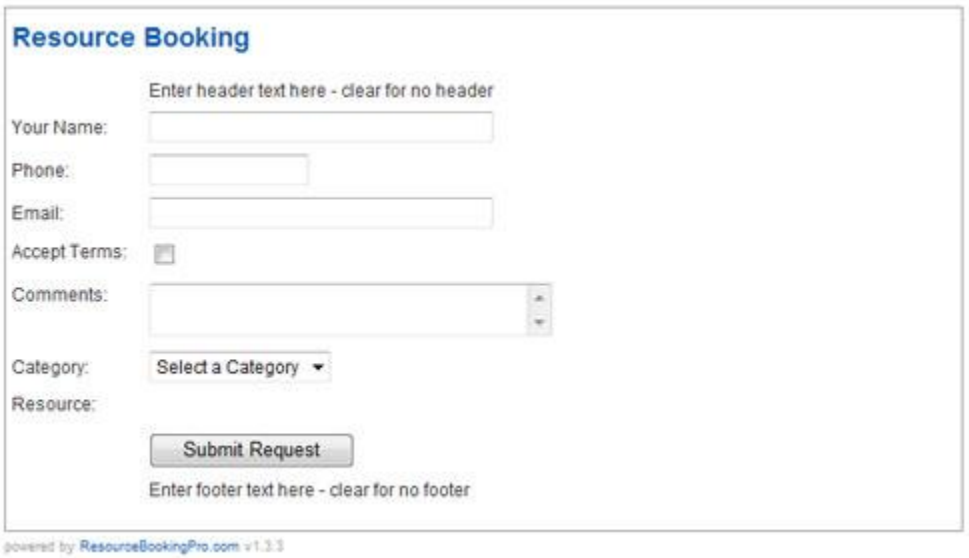
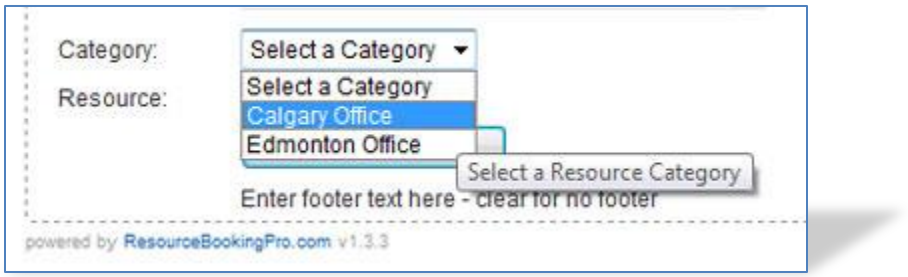
GAD Booking Screen

The booking screen's appearance will vary greatly depending on what options you have configured in. The screen here is fairly basic, it has a few UDFs and uses categories.



Again, category..



If you have multiple resources it will show in day mode – all resources for one day.

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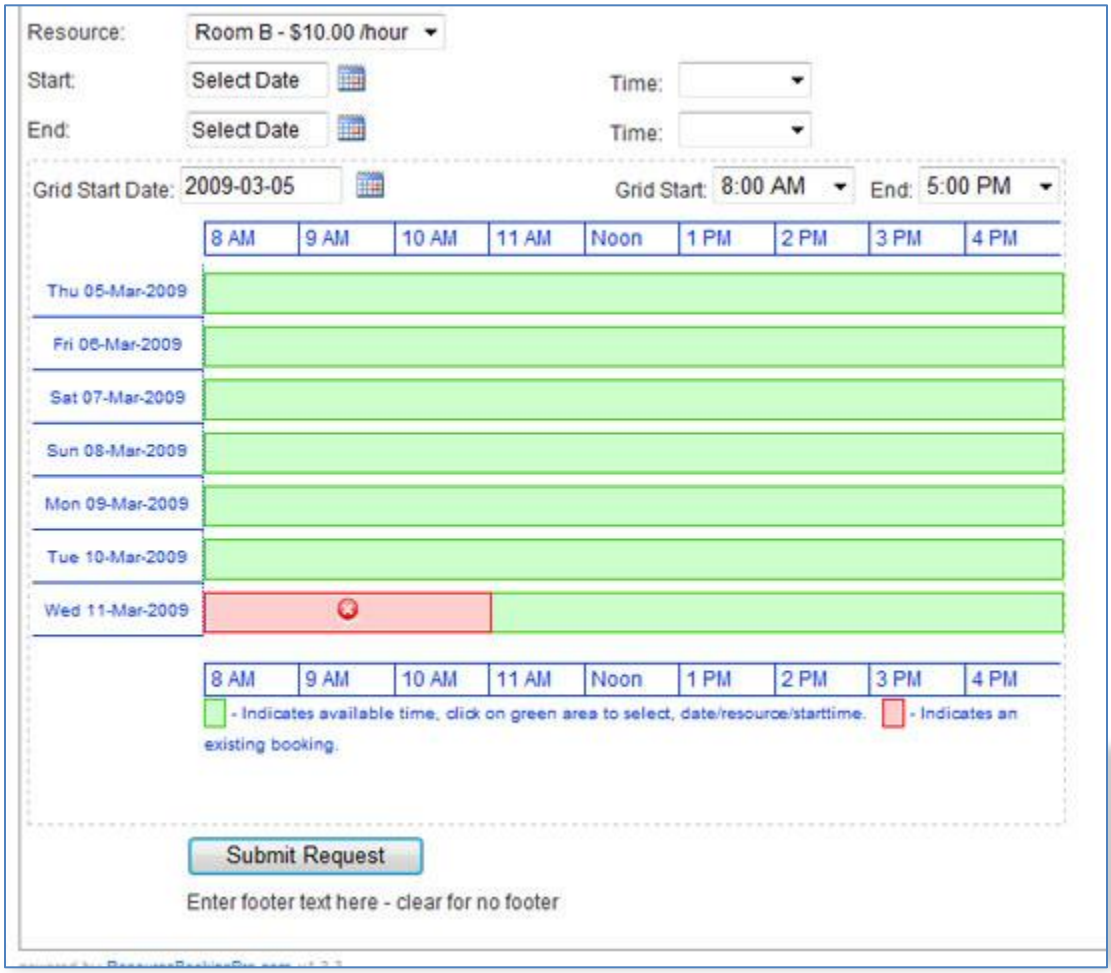
Resource: Room B - $10.00 /hour
Start: Select Date Time:
End: Select Date Time:
Grid Start Date: 2009-03-05 Grid Start: 8:00 AM End: 5:00 PM
8 AM 9 AM 10 AM 11 AM Noon 1 PM 2 PM 3 PM 4 PM
Thu 05-Mar-2009
Fri 06-Mar-2009
Sat 07-Mar-2009
Sun 08-Mar-2009
Mon 09-Mar-2009
Tue 10-Mar-2009
Wed 11-Mar-2009
8 AM 9 AM 10 AM 11 AM Noon 1 PM 2 PM 3 PM 4 PM
- Indicates available time, click on green area to select, date/resource/starttime. - Indicates an existing booking.
Submit Request
Enter footer text here - clear for no footer

Things to note; the grid date selectable by the customer as is the time range.

Available timeslots are green and clickable (can be changed in css).To select a timeslot click a green box.

My Bookings

IF you have Require Login = Yes, a booking can only be made by a registered user. If a logged in user makes a booking, RBPro will record the UserID with the booking. This means you can offer them a 'My Bookings' screen if you like.

My Resource Bookings
Administrator
Select Status
Resource Date From Until Status
Room A Sun Jan 11, 2009 10:00 AM 11:00 AM Delete Now accepted
Room B Tue Jan 20, 2009 8:00 AM 9:00 AM Delete Now accepted
Room A Tue Jan 20, 2009 9:30 AM 11:30 AM Delete Now accepted
Room A Tue Mar 31, 2009 9:00 AM 10:00 AM Cancel Now accepted
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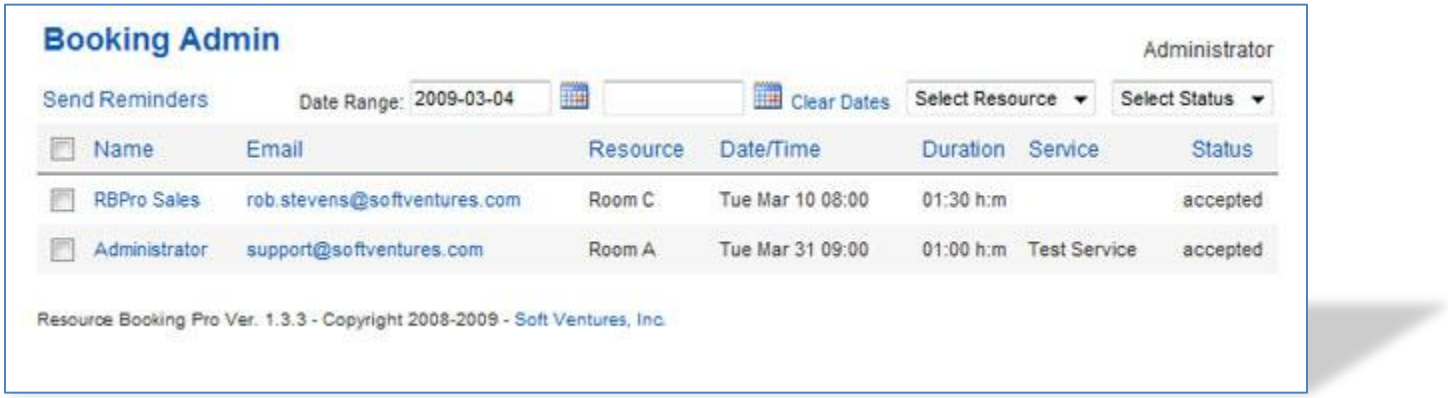
The ‘Cancel Now’ link will only appear if you have ‘Allow Cancel’=Yes, see the Configuration section of this guide.

Front end Admin

You can delegate administration duties to other users. Rather than having to give them access to the Joomla Admin back end, which can be intimidating, RBPro offers two front-end admin screens.

To use these a user must be designated as a ‘Resource Administrator’, see the Resource setup for details on how to do that.

The simple Admin screen has very basic capabilities.



This screen offers only the ability to see bookings and process them.

Only bookings for resources that they are set as ‘Resource Administrator’ for will be shown here.

Screen filtering works like the back end. Click on the email address to send a message.

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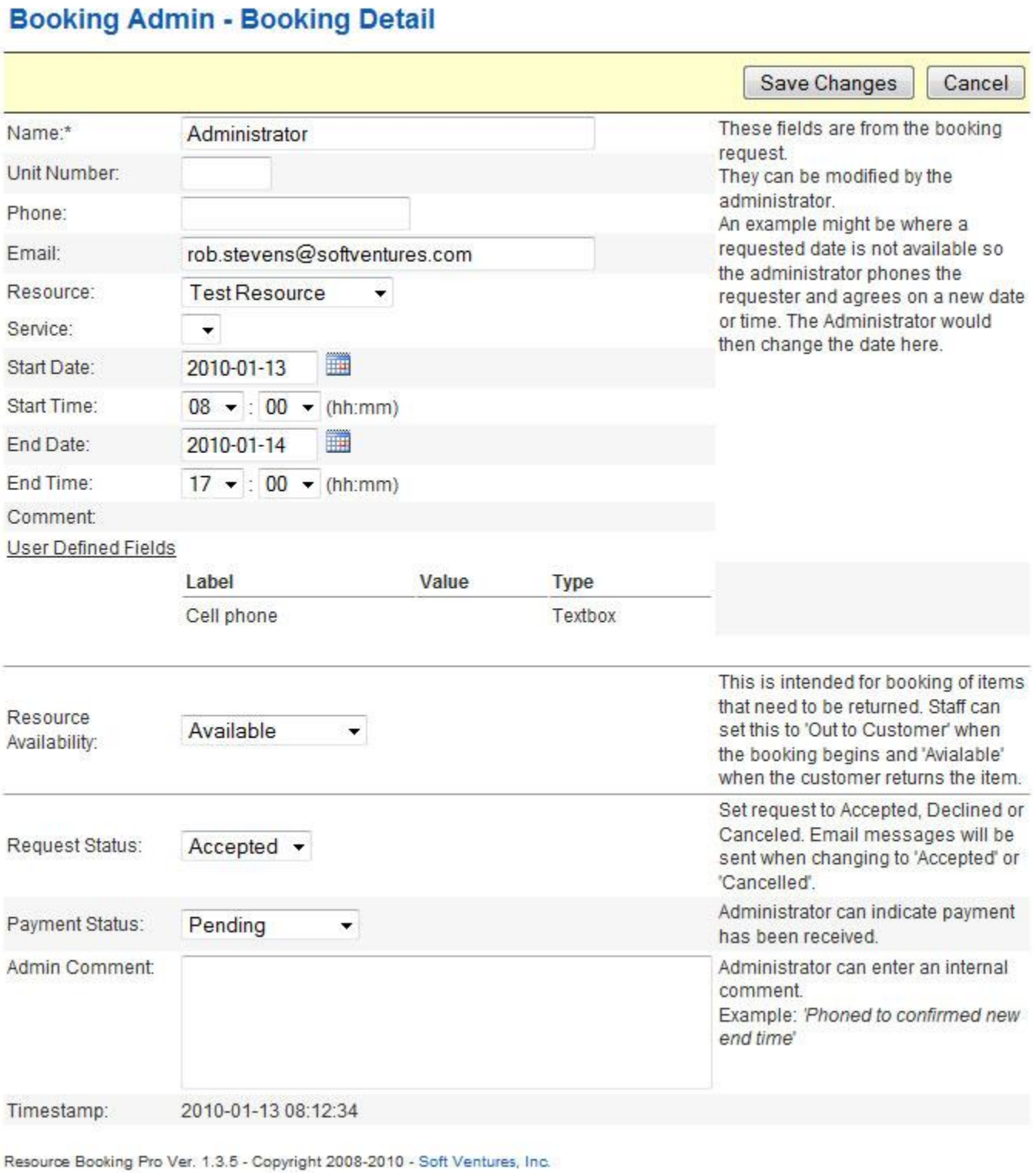
Click on the name to open the booking detail screen.


Booking Admin - Booking Detail
Save Changes
Cancel
Name:*
Administrator
Unit Number:
Phone:
Email:
rob.stevens@softventures.com
Resource:
Test Resource
Service:
Start Date:
2010-01-13
Start Time:
08 : 00 (hh:mm)
End Date:
2010-01-14
End Time:
17 : 00 (hh:mm)
Comment:
User Defined Fields
Label
Value
Type
Cell phone
Textbox
These fields are from the booking request.
They can be modified by the administrator.
An example might be where a requested date is not available so the administrator phones the requester and agrees on a new date or time. The Administrator would then change the date here.
Resource Availability:
Available
This is intended for booking of items that need to be returned. Staff can set this to 'Out to Customer' when the booking begins and 'Avialable' when the customer returns the item.
Request Status:
Accepted
Set request to Accepted, Declined or Canceled. Email messages will be sent when changing to 'Accepted' or 'Cancelled'.
Payment Status:
Pending
Administrator can indicate payment has been received.
Admin Comment:
Administrator can enter an internal comment.
Example: 'Phoned to confirmed new end time'
Timestamp:
2010-01-13 08:12:34
Resource Booking Pro Ver. 1.3.5 - Copyright 2008-2010 - Soft Ventures, Inc.

See the Resource Detail section of this guide for information of what the various fields mean.

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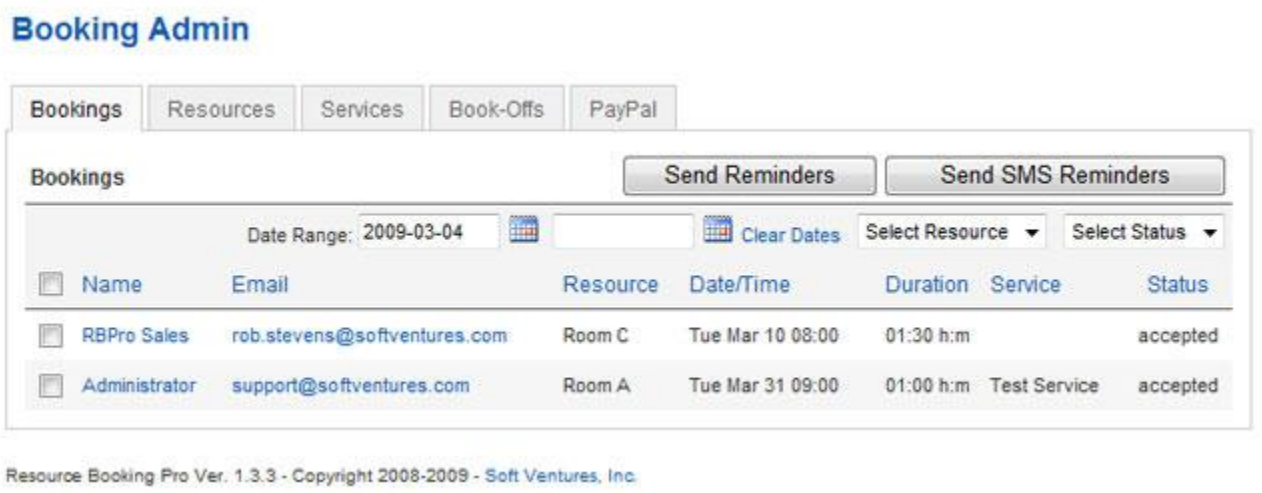
Front end Advanced Admin

If you wish to give your resources more control, such as setting timeslots and book-off for the resources they administer, you can give them access to the Advanced Admin screen.



This allows the resource administrator to manage the day to day operations.

Each tab corresponds to the respective back end administration function but is limited, where applicable, to only the resources this user has been assigned to administer.

Note; Categories is not available here as category is above resource in the hierarchy and can only be managed by the back end administrator.

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CSS

The CSS file for the front end booking screens is editable via the Edit Files menu. See the Edit Files section for more information.

The CSS file can be edited from within RBPro's admin screens under menu ***More | Edit Files***

Language file

The language file for the front end booking screens is editable via the Edit Files menu. See the Edit Files section for more information.

This is used to translation of the front end to another language and also for changing the screen labels.

The language file can be edited from within RBPro's admin screens under menu ***More | Edit Files***

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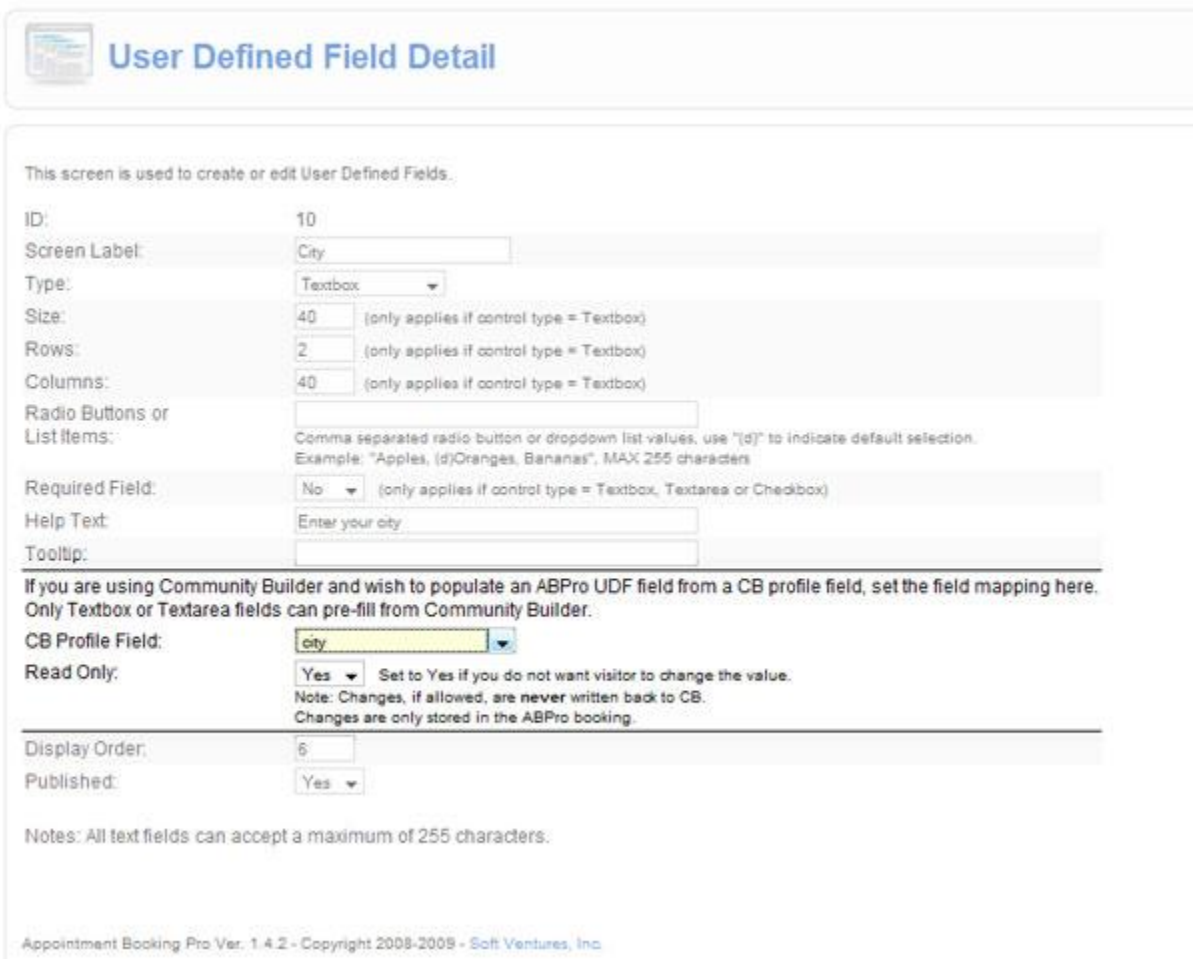
Community Builder and RBPro

Overview

RBPro can be set to pull user information from their CB profile, into a booking screen.

This is done by setting up RBPro UDFs (user defined fields) for your booking screen and telling RBPro to pre-fetch data for these fields from the user's CB profile.

UDF Settings for CB


User Defined Field Detail
This screen is used to create or edit User Defined Fields.
ID: 10
Screen Label: City
Type: Textbox
Size: 40 (only applies if control type = Textbox)
Rows: 2 (only applies if control type = Textbox)
Columns: 40 (only applies if control type = Textbox)
Radio Buttons or List Items:
Comma separated radio button or dropdown list values, use "(d)" to indicate default selection.
Example: "Apples, (d)Oranges, Bananas", MAX 255 characters
Required Field: No (only applies if control type = Textbox, Textarea or Checkbox)
Help Text: Enter your city
Tooltip:
If you are using Community Builder and wish to populate an ABPro UDF field from a CB profile field, set the field mapping here.
Only Textbox or Textarea fields can pre-fill from Community Builder.
CB Profile Field: city
Read Only: Yes Set to Yes if you do not want visitor to change the value.
Note: Changes, if allowed, are never written back to CB.
Changes are only stored in the ABPro booking.
Display Order: 6
Published: Yes
Notes: All text fields can accept a maximum of 255 characters.
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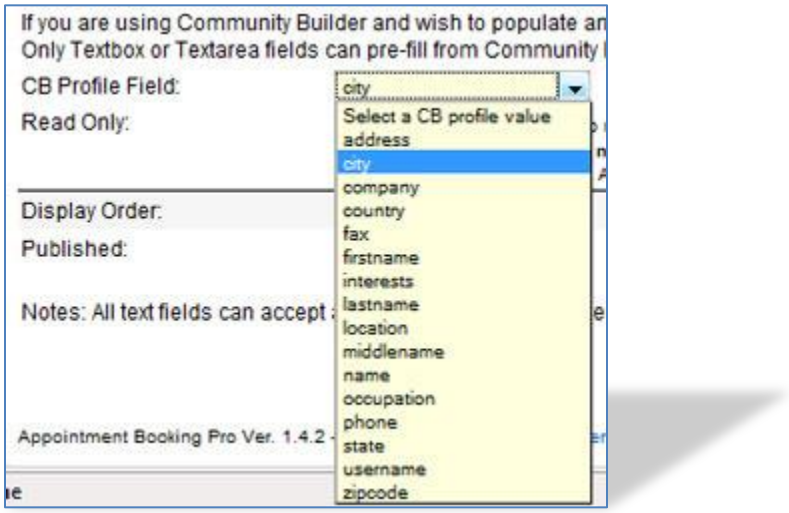

Select the CB Profile field from the dropdown list. This list is created from your CB profile table and will only be populated if you have CB installed.

You can also set the field to be read only if you do not want the person doing a booking to be able to change the values.

Note: Changes, if allowed, are **never written back to CB**. Changes are only stored in the RBPro booking.

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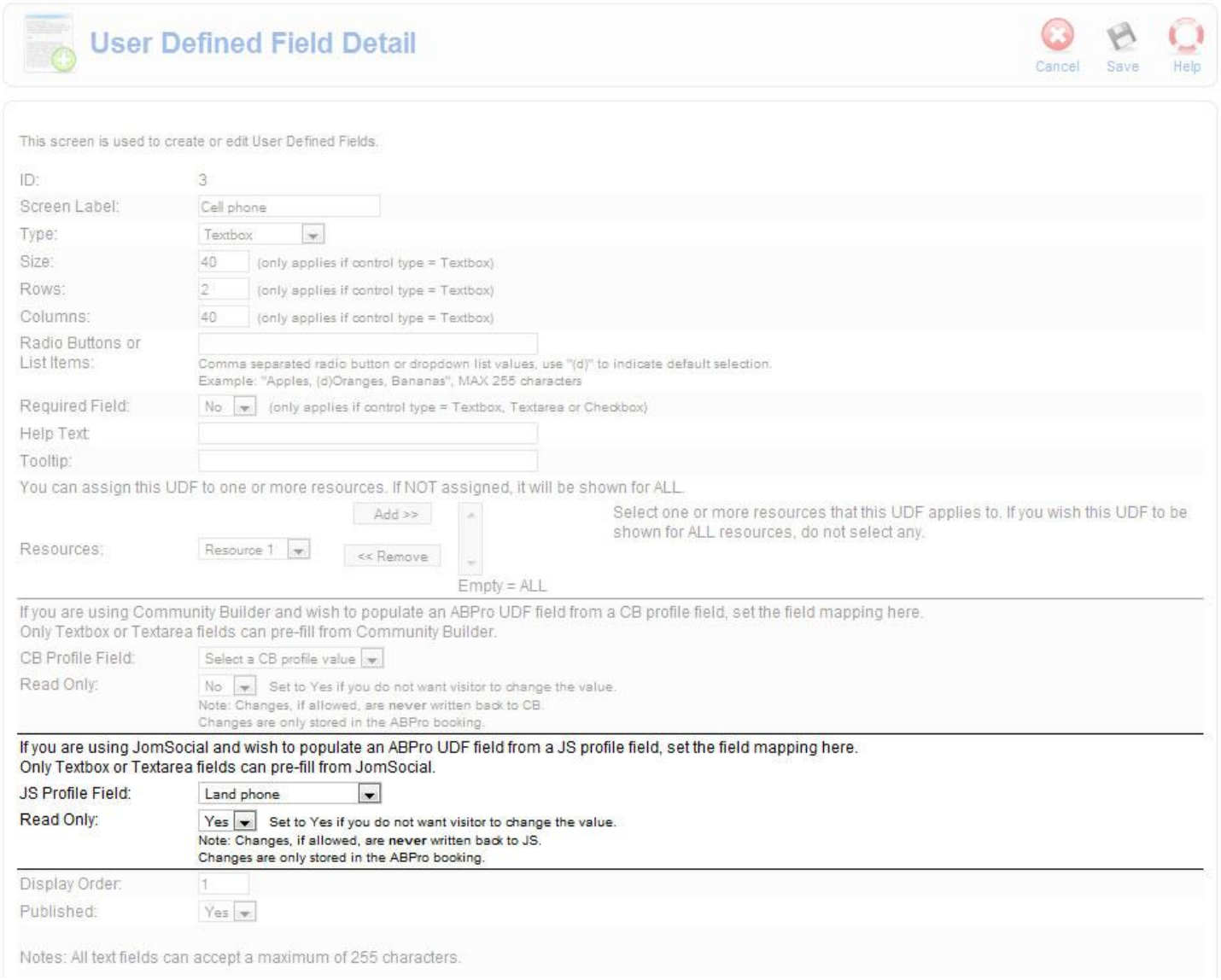
JomSocial and RBPro

Overview

RBPro can be set to pull user information from their JomSocial profile, into a booking screen.

This is done by setting up RBPro UDFs (user defined fields) for your booking screen and telling RBPro to pre-fetch data for these fields from the user's JomSocial profile.

UDF Settings for JomSocial


User Defined Field Detail
Cancel
Save
Help
This screen is used to create or edit User Defined Fields.
ID: 3
Screen Label: Cell phone
Type: Textbox
Size: 40 (only applies if control type = Textbox)
Rows: 2 (only applies if control type = Textbox)
Columns: 40 (only applies if control type = Textbox)
Radio Buttons or List Items:
Comma separated radio button or dropdown list values, use "(d)" to indicate default selection.
Example: "Apples, (d)Oranges, Bananas", MAX 255 characters
Required Field: No (only applies if control type = Textbox, Textarea or Checkbox)
Help Text:
Tooltip:
You can assign this UDF to one or more resources. If NOT assigned, it will be shown for ALL.
Resources: Resource 1
Add >>
<< Remove
Select one or more resources that this UDF applies to. If you wish this UDF to be shown for ALL resources, do not select any.
Empty = ALL
If you are using Community Builder and wish to populate an ABPro UDF field from a CB profile field, set the field mapping here.
Only Textbox or Textarea fields can pre-fill from Community Builder.
CB Profile Field: Select a CB profile value
Read Only: No Set to Yes if you do not want visitor to change the value.
Note: Changes, if allowed, are never written back to CB.
Changes are only stored in the ABPro booking.
If you are using JomSocial and wish to populate an ABPro UDF field from a JS profile field, set the field mapping here.
Only Textbox or Textarea fields can pre-fill from JomSocial.
JS Profile Field: Land phone
Read Only: Yes Set to Yes if you do not want visitor to change the value.
Note: Changes, if allowed, are never written back to JS.
Changes are only stored in the ABPro booking.
Display Order: 1
Published: Yes
Notes: All text fields can accept a maximum of 255 characters.

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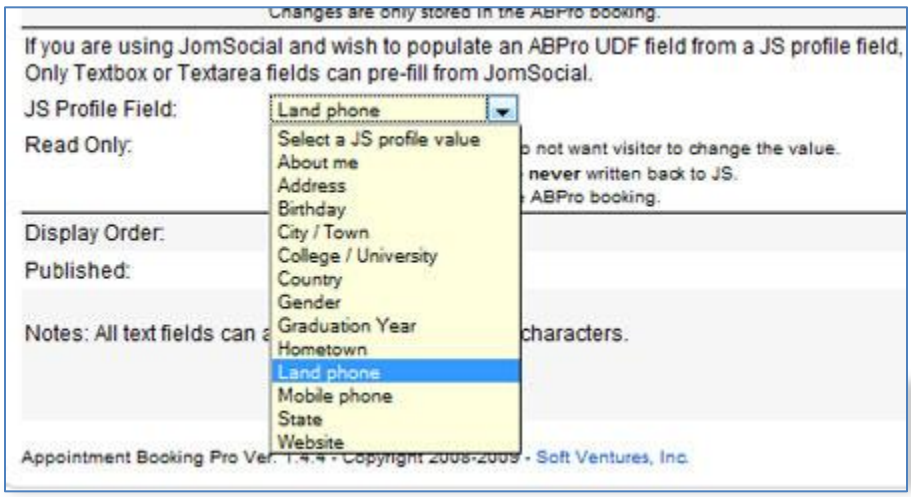

Select the JomSocial Profile field from the dropdown list. This list is created from your JomSocial profile table and will only be populated if you have JomSocial installed.

You can also set the field to be read only if you do not want the person doing a booking to be able to change the values.

Note: Changes, if allowed, are **never written back to JomSocial**. Changes are only stored in the RBPro booking.

Email Reminders cron module

Overview

Web applications are driven by people requesting pages so they cannot wake up in night and automatically send out reminders.

However, the operating system that Joomla is running under does support that sort of thing via what is called cron jobs, or scheduled tasks.

I have made a module that uses cron to send automated reminders. This requires cron be available from you hosting company, most allow the use of cron jobs but some do not.

The module mod_sv_reminders, an add-on to RBPro, does not do automated email reminders by itself.

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It installs a file, reminders_cron.php, that can be called by your server's cron facility and when it is, it will look at the module parameters and send email reminders to accepted bookings. The module needs to be 'Published' but need not appear on any site page. It is really just a way to let you set parameters for the reminders_cron.php to read at runtime.

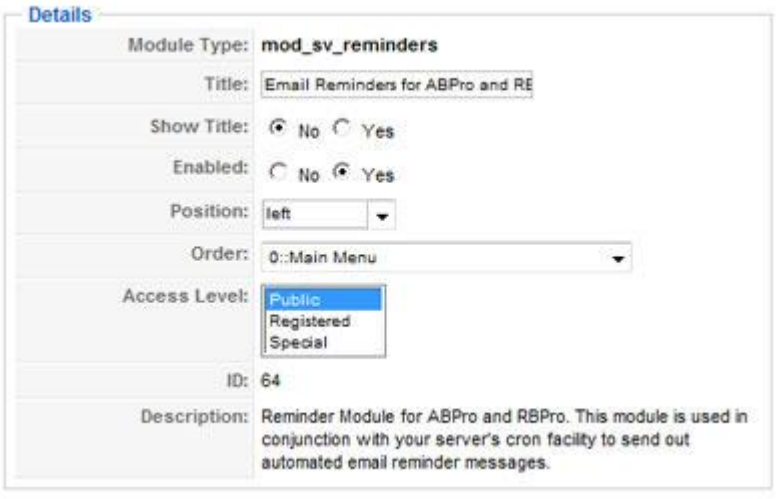
Installation, setup and test

Step 1 Download and install the module

Download from link above then install as with any other module - nothing special here.

Step 2 Module Setup

Set **Enabled** = **Yes**
and **Show Title** = **No**



You can set the Menus to None as it does not need to appear on any page.

Parameters

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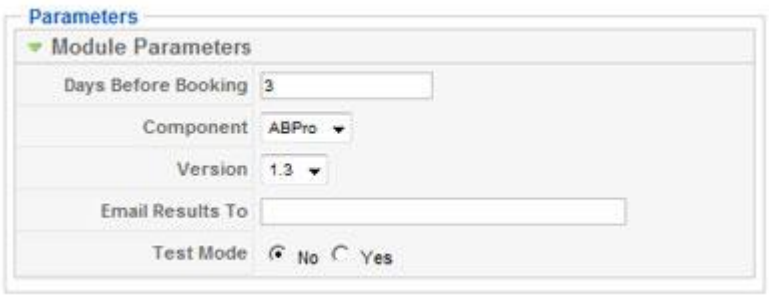

Days Before Booking:
Enter a number days in advance of the booking time that you wish the email to be sent.
You can have multiple days separated by comma.
Example: 3 = send a reminder 3 days before the booking.
Example: 5,3 = send a reminder 5 days before AND send a reminder 3 days before

This field must be integer value(s) - no 3.5 days.

Component:
Select either RBPro or RBPro

Version:
For future use, currently only supports version 1.3 of each component.

Email Results To:
You can enter an email address that will receive a status report after each cron run.
If left blank the report will be sent to the email address in the component's (RBPro or RBPro) Configure / MailTO setting.

Test Mode:
For testing, see below.

Step 3 Cron Setup

After you have the module installed and configured, your next step is to setup or schedule the cron job at your webserver. Each hosting provider will have their own unique process for exactly how to do this. But in each case, you need to create and name a new Cron job, define how often the Cron job should run (this should be once per day), and point the Cron job to the correct path to the reminders_cron.php file. Below are 2 video tutorials that will demonstrate the setup procedures for common hosts.

You need to know the physical path, on the server, to the file reminders_cron.php
There is a file included in the module to do this for you. From your browser issue the request:

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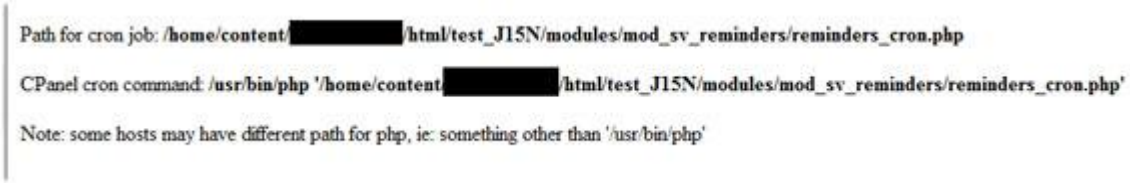
http://yoursite.com/modules/mod_sv_reminders/show_path.php

You will get back a screen like this..


Path for cron job: /home/content[redacted]/html/test_J15N/modules/mod_sv_reminders/reminders_cron.php
CPanel cron command: /usr/bin/php '/home/content[redacted]/html/test_J15N/modules/mod_sv_reminders/reminders_cron.php'
Note: some hosts may have different path for php, ie: something other than '/usr/bin/php'

Cron setup tutorials

Hosting sites that use CPanel

Setup on GoDaddy.com

Step 4 Testing

The file reminders_cron.php has some code at the beginning to prevent it from being called interactivity by a malicious user.

For testing you can set 'Test Mode' (above) to Yes and call reminders_cron.php from your browser like:
http://yoursite.com/modules/mod_sv_reminders/reminders_cron.php

When calling as above, you will just get a blank screen and the results will be emailed out.

How to setup Single Resource or Category Modes

To set RBPro into single resource or single category mode you need to be able to tell it what resource or category to display.

The booking screens support two methods of doing this.

1. Called by Menu
2. Called by URL

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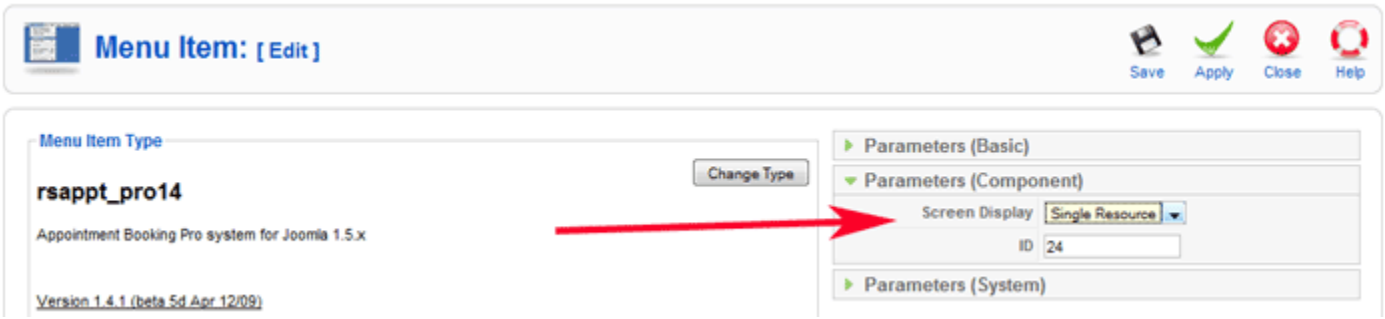
Called by Menu

When you create a menu item to call RBPro there are some menu parameters; Screen display and ID.



Screen display can be set to Single Resource or Single Category.

ID is the resource or category id that you want the booking screen to display.

These are only used for the public booking screens ***DO NOT set these for the Front Desk menu item*** or its bookings screen will encounter errors.

Called by URL

If you are calling from a content page, you can use a querystring parameter on the URL.

You simply take the URL and add '&res=x' or '&cat=x' where x is the appropriate resource or category id.

http://YourSite.com/index.php?option=com_rsappt_pro14&view=Booking%20Screen%20GAD&Itemid=96

http://YourSite.com/index.php?option=com_rsappt_pro14&view=Booking%20Screen%20GAD&Itemid=96&res=18

http://YourSite.com/index.php?option=com_rsappt_pro14&view=Booking%20Screen%20GAD&Itemid=96&cat=4

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Querystring parameters

Normally you would use the 'Configure' screen to set your GAD grid to open on; 'Today', 'Tomorrow', etc.

If you need to dynamically change that you can use a link from a content page and pass information telling RBPro how you want it to open. You can use querystring parameters to control *what date* the GAD screen opens on and also the *time range*.

Mygridstarttime / mygridstarttime

You can call the booking screen via a URL with a querystring parameter tacked on the end, like:
www.mysite.com/index.php?option=com_rsap...20GAD&Itemid=114&mygridstarttime=9:00&mygridendtime=13:00

This might be used where you want to open the grid only showing the morning in one case and only the afternoon in another.

mystartdate

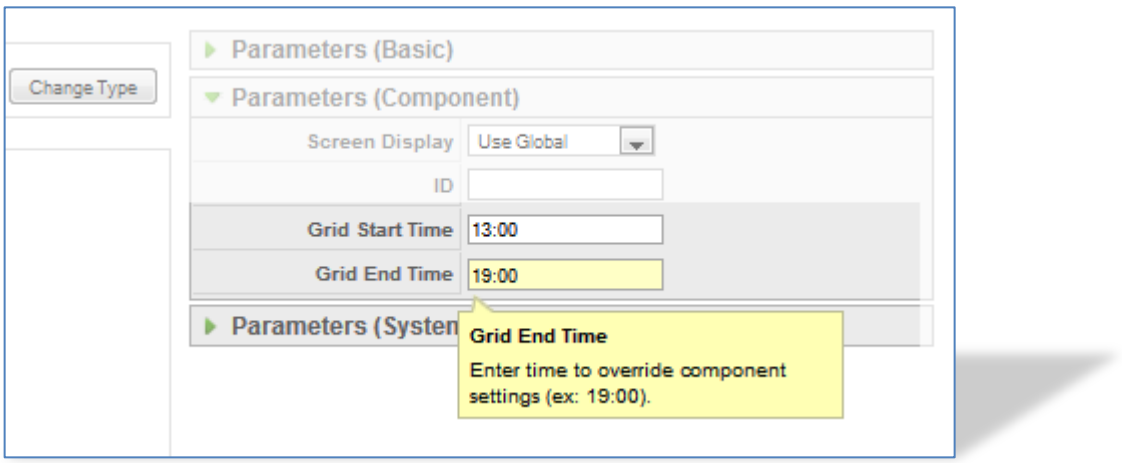
You can call the booking screen via a URL with a querystring parameter tacked on the end, like:
www.mysite.com/index.php?option=com_rsap...20GAD&Itemid=114&mystartdate=2009-09-14

This could be used if you were booking for events in the distant future and wanted a link for the event detail screen to the booking screen with the booking screen opening on the event date or week.

See the previous section for how to call specific resource or category via URL.

Menu parameters

You can set menu parameters to adjust the GAD grid start/end times. For RBPro 2.0 and above.



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Multi-Language Operation (New in 2.0)

Overview

Version 2.0 is the International version with support for UTF-8, all elements (resources, categories, services, messages, etc) will support language file keys.

For example, rather than entering a confirmation message into the RBPro message box, you can enter a language file key. Create your confirmation message(s) in whatever language files you support and RBPro will send the language specific confirmation message

While RBPro does not support Joom!Fish, they can co-exist and work together nicely.

Limitations

- Admin messages are sent in language of admin side. An example of this would be if back-end Admin sets the booking to 'Accepted' the confirmation will go in whatever language the back-end Admin is running. In the case of auto-accept where the confirmation is generated at booking time, it goes in the current front-end language the user has selected.
- Date format is not changeable. Any expanded dates are translated (ex: mar. 15-déc.-2009) but the date picker fields will show YYYY-MM-DD format.
- Currency format does not adjust the ',' and '.' so all currencies show as ##,###.##. The currency symbol is set in the language file so it can be translated to $, €, £, etc.
- Language changes by the user ***may*** need screen refresh. This is because RBPro uses many asynchronous AJAX calls and it is possible that immediately after a language change, if you are on an RBPro screen when doing the change, the screen may show part in the new language and part in the old. A refresh will clear this.

Windows Servers

Not supported on Windows servers.

From PHP docs: "If you are running PHP on a multithreaded server API like IIS or Apache on Windows, you may experience sudden changes in locale settings while a script is running"... that means **on windows servers** dates ~~may~~ will sometimes switch to English part way through the GAD grid.

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For Windows servers (if you want to run in spite of the above warning) you will need to edit file ***rsappt_pro14.php***

Find:
define("WINDOWS", false);

Change to:
//define("WINDOWS", false);

Using Language file Keys

RBPro uses Joomla's built in translation capabilities. When rendering text it checks to see if a language file entry has been defined for the text, if so it uses the language file text, if not it renders the text directly.

For example:

If you define the resource as "Boat", the screen will show "Boat"

If you define the resource as "RES_BOAT" **and** define keys in the language file like..

- In the English file: RES_BOAT=Boat
- In the French file: RES_BOAT=Bateau
- In the Spanish file: RES_BOAT=Lancha

The screen would display the appropriate translation depending on the user's choice of front-end language.

Resources, Categories, etc

Any entities you define to be show on screen can use language file keys. This would be resource, categories, services, extras, etc.

Example setting up a Resource:

For **single language sites** you can enter Resource name and description directly.

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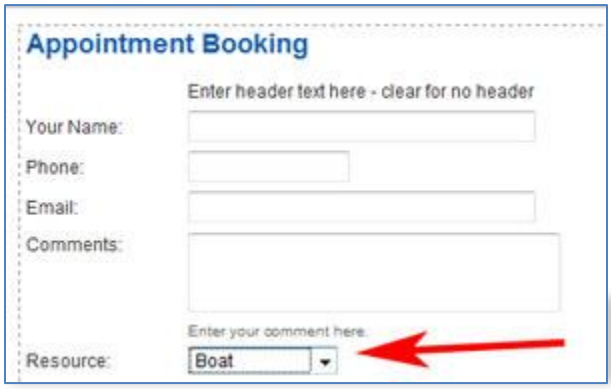
Resource Detail
Cancel
Save
Help
A resource is who or what the appointment is being made for.
For example, an appointment to visit doctor or test drive a car. The resource would be the doctor or the car.
Resource ID:
2
Name:
Boat
Description:
Boat
This field is used in the booking screen dropdown list.
You can set wheather this resource is available to everyone or only

The screen will show..



For **Multilanguage sites** you need to enter a language file key.

Resource Detail
Cancel
Save
Help
A resource is who or what the appointment is being made for.
For example, an appointment to visit doctor or test drive a car. The resource would be the doctor or the car.
Resource ID:
2
Name:
RESOURCE_BOAT
Description:
RESOURCE_BOAT
This field is used in the booking screen dropdown list.
You can set wheather this resource is available to everyone or only

In this case I made the key '**RESOURCE_BOAT**'.

You can define the key as **any text you like** with these limitations:

- All upper case
- No spaces

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- Unique in RBPro.

Now in the language files you add translations for RESOURCE_BOAT..

```
SERV_2=Island Tour
BOOKING_COMPLETE=Thank you for your order.[resource], [resource_service] has bee
CANCEL_MSG=Your booking for [resource] on [startdate] has been cancelled, thank
```

C:\xampp\htdocs\dev_15_5\language\en-US\en-US.com_rsappt_pro14.ini

```
RS1_INPUT_SCRN_VALIDATION_FAILED=Validation Failed:
RS1_INPUT_SCRN_VALIDATION_OK=Validation OK

RS1_ADMIN_SCRN_TIMESLOT_DETAIL_DESC=Description
RS1_ADMIN_SCRN_RES_NON_WORK_HIDE=Hide non-Booking days:
RS1_ADMIN_SCRN_RES_NON_WORK_HIDE_HELP=If set to Yes days unckecked above will no

RS1_INPUT_SCRN_ALREADY_CANCELED=Booking already cancelled.

# v 1.4.5 stuff
RS1_ADMIN_SCRN_BOOKING_LANGUAGE=Langauge Code

# my translations
RESOURCE_1=Resource 1
RESOURCE_BOAT=Boat
RESOURCE_CAR=Car
HEADER_TEXT=Enter header text here - clear for no header
FOOTER_TEXT=Enter footer text here - clear for no footer
CAT_1=North
CAT_2=South
```

C:\xampp\htdocs\dev_15_5\language\es-ES\es-ES.com_rsappt_pro14.ini

```
RS1_INPUT_SCRN_ALREADY_CANCELED=reservas ya canceladas.

# Cosas v 1.4.5
RS1_ADMIN_SCRN_BOOKING_LANGUAGE=Langauge Código

# my translations
UDF_COMMENTS =Comentarios
RESOURCE_1=Recurso 1
RESOURCE_BOAT=Lancha
RESOURCE_CAR=Coche
HEADER_TEXT=Introduzca el texto de cabecera aquí - claro para no tener ninguno
FOOTER_TEXT=Introduzca el texto de pie de página aquí - claro para no footer
CAT_1=Norte
CAT_2=Sur
SUB_CAT_1=Este
SUB_CAT_2=Oeste
SERV_1=Short puerto de Tour
SERV_2=Tour de la Isla
BOOKING_COMPLETE= Gracias por su solicitud.     [resource], [resource_service]
CANCEL_MSG=Su reserva de [resource] de [startdate] ha sido cancelada, gracias.
```

C:\xampp\htdocs\dev_15_5\language\fr-FR\fr-FR.com_rsappt_pro14.ini

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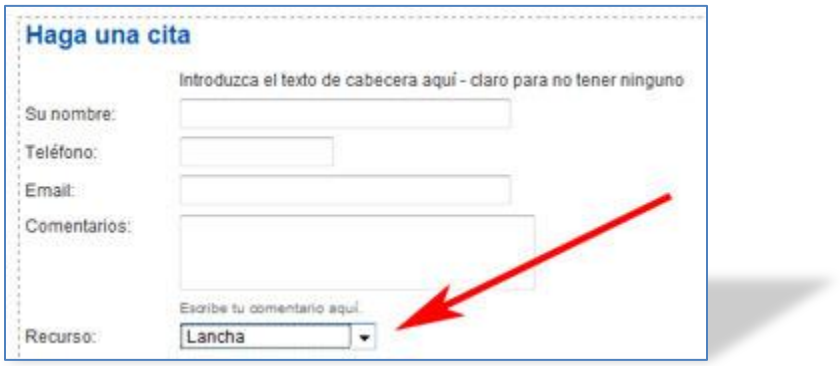
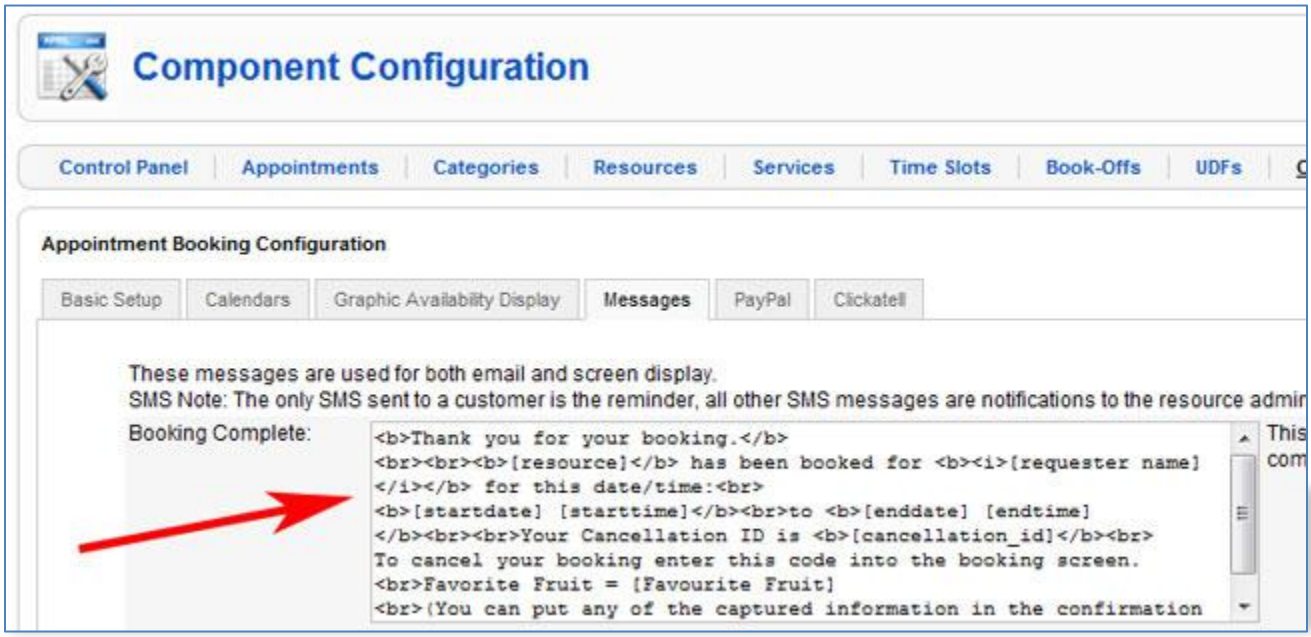
Which yields (when Spanish is selected as front-end language)..



The same procedure is used to define multi-language services, categories, etc.

Messages

If you are running a single language site you can enter message text directly into the configure screen.


Component Configuration
Control Panel
Appointments
Categories
Resources
Services
Time Slots
Book-Offs
UDFs
Appointment Booking Configuration
Basic Setup
Calendars
Graphic Availability Display
Messages
PayPal
Clickatell
These messages are used for both email and screen display.
SMS Note: The only SMS sent to a customer is the reminder, all other SMS messages are notifications to the resource admin
Booking Complete:
Thank you for your booking.

[resource] has been booked for [requester name]
 for this date/time:
[startdate] [starttime]
to [enddate] [endtime]

Your Cancellation ID is [cancellation_id]
To cancel your booking enter this code into the booking screen.

Favorite Fruit = [Favourite Fruit]

(You can put any of the captured information in the confirmation

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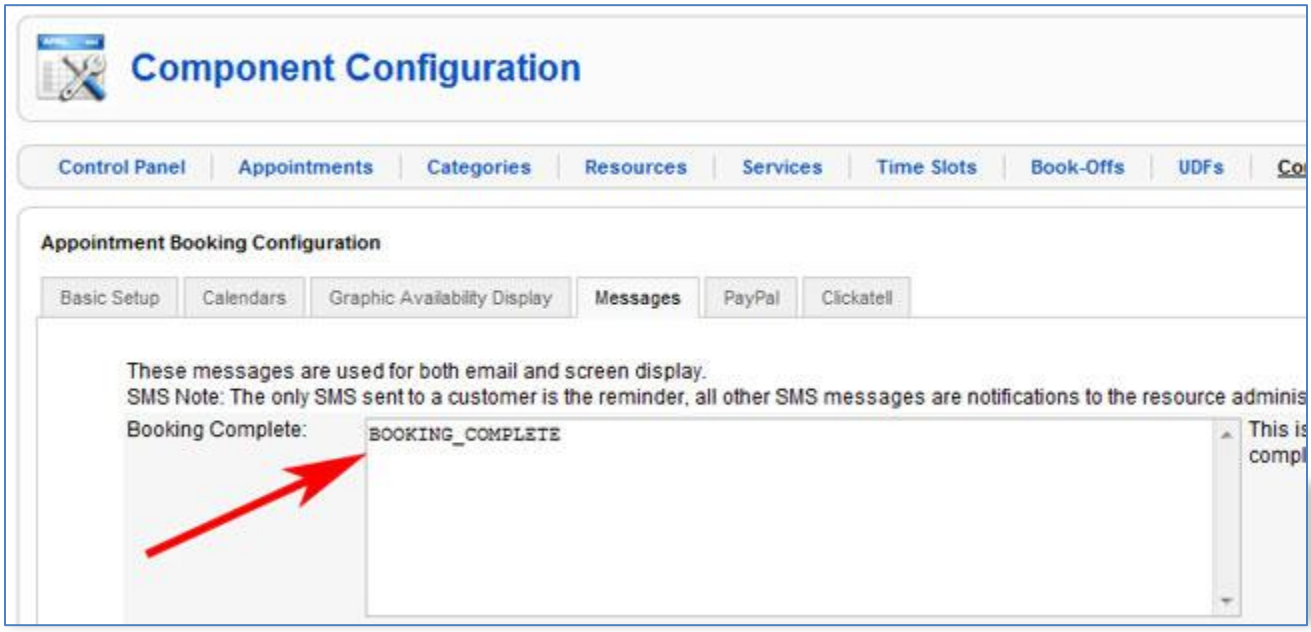
For a multi-language site you can define a language file key..



And now add a BOOKING_COMPLETE key to each language file. (see below)

Note: In version 2.0 the edit boxes add extraneous characters so you need to wrap your key with "{svkey}"

Example:

```
{svkey}BOOKING_COMPLETE{svkey}
```

RBPro 2 will just take the value between the {svkey} tags and ignore formatting characters inserted by the editor.

Note the tokens are not translated. If you want to insert the user's selected service you use the normal token [resource_service]

For UDFs, Seats or Extras where the screen label is being translated, you use the key.

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```
RS1_INPUT_SCRN_RESOURCE_PROMPT=Select a Resource
RS1_INPUT_SCRN_TIMESLOT_PROMPT=Select a Time
RS1_INPUT_SCRN_DATE_PROMPT=Select Date
RS1_INPUT_SCRN_NO_TIMESLOTS_AVAILABLE=No Times Available
RS1_INPUT_SCRN_FROM=Start:
RS1_INPUT_SCRN_UNTIL=End:
```

C:\xampp\htdocs\dev_15_5\language\en-US\en-US.com_rsappt_pro14.ini

```
RESOURCE_1=Resource 1
RESOURCE_BOAT=Boat
RESOURCE_CAR=Car
HEADER_TEXT=Enter header text here - clear for no header
FOOTER_TEXT=Enter footer text here - clear for no footer
CAT_1=North
CAT_2=South
SUB_CAT_1=East
SUB_CAT_2=West
SERV_1=Short Harbour Tour
SERV_2=Island Tour
BOOKING_COMPLETE=Thank you for your order.[resource], [resource_service] has bee
CANCEL_MSG=Your booking for [resource] on [startdate] has been cancelled, thank
BOOKING_IN_PROGRESS=Thank you, [requester name].Your request will be reviewed sh
ADULT_SEAT=Adult
ADULT_SEAT_TOOLTIP=Select the number of Adult seats you wish to order.
ADULT_SEAT_HELP=$10.00 (whatever text you want here ;-)
CHILD_SEAT=Child
CHILD_SEAT_TOOLTIP=Select the number of Child seats you wish to order.
CHILD_SEAT_HELP=Free (under 12 yrs - must be accompanied by an Adult)
```

C:\xampp\htdocs\dev_15_5\language\es-ES\es-ES.com_rsappt_pro14.ini

```
UDF_COMMENTS =Comentarios
RESOURCE_1=Recurso 1
RESOURCE_BOAT=Lancha
RESOURCE_CAR=Coche
HEADER_TEXT=Introduzca el texto de cabecera aquí - claro para no tener ninguno
FOOTER_TEXT=Introduzca el texto de pie de página aquí - claro para no footer
CAT_1=Norte
CAT_2=Sur
SUB_CAT_1=Este
SUB_CAT_2=Oeste
SERV_1=Short puerto de Tour
SERV_2=Tour de la Isla
BOOKING_COMPLETE= Gracias por su solicitud.[resource], [resource_service]  ha si
CANCEL_MSG=Su reserva de [resource] de [startdate] ha sido cancelada, gracias.
BOOKING_IN_PROGRESS=Gracias, [requester name].  Su solicitud será revisada en br
ADULT_SEAT=Adultos
ADULT_SEAT_TOOLTIP=Selecciona el número de asientos para adultos que quiere pedi
ADULT_SEAT_HELP=$ 10,00 (el texto que queremos aquí ;-)
CHILD_SEAT=Niño
```

C:\xampp\htdocs\dev_15_5\language\fr-FR\fr-FR.com_rsappt_pro14.ini

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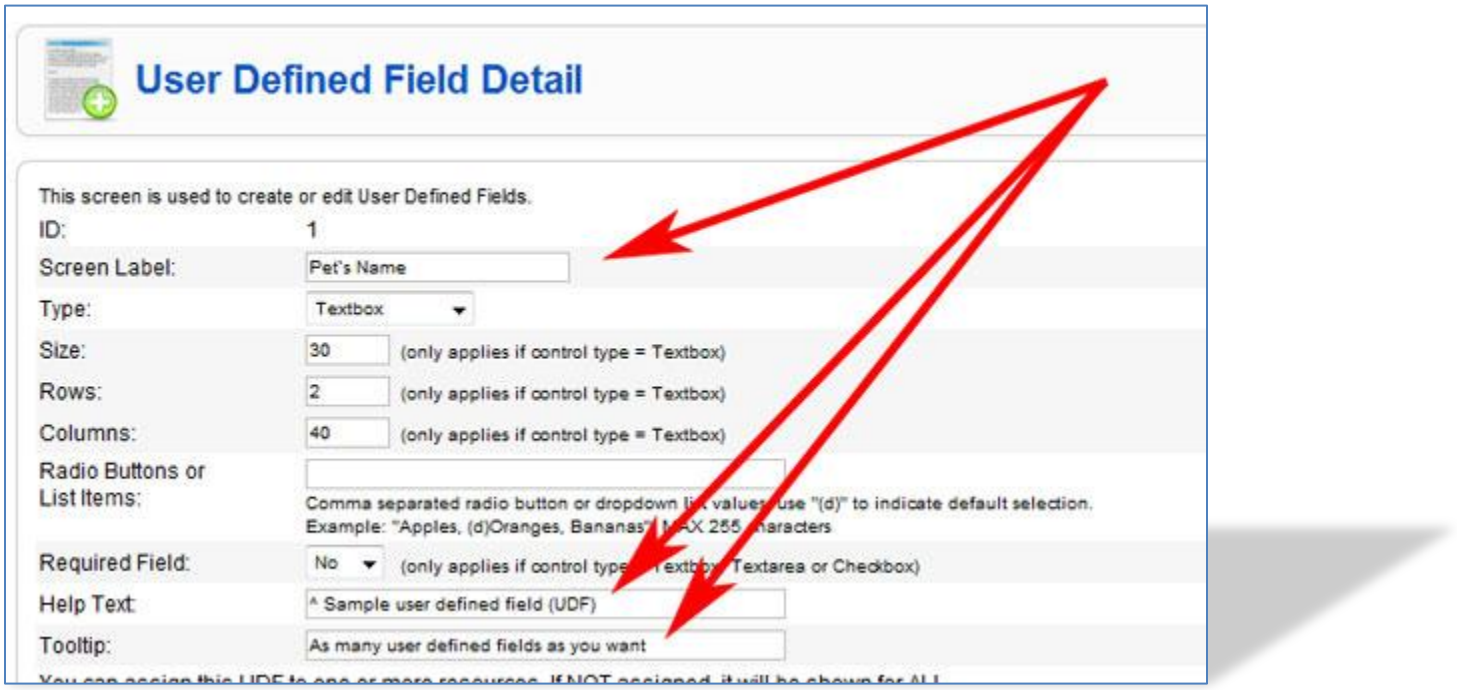
UDFs (User Defined Fields)

If you are running a single language site you can enter UDF text directly into the UDF setup screen.


User Defined Field Detail
This screen is used to create or edit User Defined Fields.
ID: 1
Screen Label: Pet's Name
Type: Textbox
Size: 30 (only applies if control type = Textbox)
Rows: 2 (only applies if control type = Textbox)
Columns: 40 (only applies if control type = Textbox)
Radio Buttons or List Items:
Comma separated radio button or dropdown list values, use "(d)" to indicate default selection.
Example: "Apples, (d)Oranges, Bananas"
Required Field: No
Help Text: ^ Sample user defined field (UDF)
Tooltip: As many user defined fields as you want

Here showing a UDF textbox with the screen text 'Pet's Name'.

For a multi-language site you can define a language file keys..

User Defined Field Detail
This screen is used to create or edit User Defined Fields.
ID: 1
Screen Label: UDF_COMMENTS
Type: Textarea
Size: 40 (only applies if control type = Textbox)
Rows: 2 (only applies if control type = Textbox)
Columns: 40 (only applies if control type = Textbox)
Radio Buttons or List Items:
Comma separated radio button or dropdown list values, use "(d)" to indicate default selection.
Example: "Apples, (d)Oranges, Bananas"
Required Field: No
Help Text: UDF_COMMENTS_HELP
Tooltip: UDF_COMMENTS_TOOLTIP

Here showing a textarea for comments.

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Now add language file keys..

```
RS1_INPUT_SCRN_DATE_PROMPT=Select Date
RS1_INPUT_SCRN_NO_TIMESLOTS_AVAILABLE=No Times Available
RS1_INPUT_SCRN_FROM=Start:
RS1_INPUT_SCRN_UNTIL=End:
```

C:\xampp\htdocs\dev_15_5\language\en-US\en-US.com_rsappt_pro14.ini

```
SUB_CAT_2=West
SERV_1=Short Harbour Tour
SERV_2=Island Tour
BOOKING_COMPLETE=Thank you for your order.[resource], [resource_service] has bee
CANCEL_MSG=Your booking for [resource] on [startdate] has been cancelled, thank
BOOKING_IN_PROGRESS=Thank you, [requester name].Your request will be reviewed sh
ADULT_SEAT=Adult
ADULT_SEAT_TOOLTIP=Select the number of Adult seats you wish to order.
ADULT_SEAT_HELP=$10.00 (whatever text you want here ;-)
CHILD_SEAT=Child
CHILD_SEAT_TOOLTIP=Select the number of Child seats you wish to order.
CHILD_SEAT_HELP=Free (under 12 yrs - must be accompanied by an Adult)
EXTRA_1=Red Pencil
EXTRA_1_TOOLTIP=Select how many you want.
EXTRA_1_HELP=Writes with red ink.
UDF_COMMENTS=Comments
UDF_COMMENTS_TOOLTIP=Max 255 characters
UDF_COMMENTS_HELP=Enter your comment here.
COUPON_5_OFF=$5.00 OFF
```

C:\xampp\htdocs\dev_15_5\language\es-ES\es-ES.com_rsappt_pro14.ini

```
SUB_CAT_2=Oeste
SERV_1=Short puerto de Tour
SERV_2=Tour de la Isla
BOOKING_COMPLETE= Gracias por su solicitud.     [resource], [resource_service]
CANCEL_MSG=Su reserva de [resource] de [startdate] ha sido cancelada, gracias.
BOOKING_IN_PROGRESS=Gracias, [requester name].  Su solicitud será revisada en br
ADULT_SEAT=Adultos
ADULT_SEAT_TOOLTIP=Selecciona el número de asientos para adultos que quiere pedi
ADULT_SEAT_HELP=$ 10,00 (el texto que queremos aquí ;-)
CHILD_SEAT=Niño
CHILD_SEAT_TOOLTIP=Selecciona el número de asientos del niño que quiere pedir.
CHILD_SEAT_HELP=gratis (menores de 12 años - deben ir acompañados por un adulto)
EXTRA_1=Rojo Lápiz
EXTRA_1_TOOLTIP=Selecciona el número que desee.
EXTRA_1_HELP=Escribe con tinta roja.
UDF_COMMENTS =Comentarios
UDF_COMMENTS_TOOLTIP=Máximo 255 caracteres
UDF_COMMENTS_HELP=Escribe tu comentario aquí.
COUPON_5_OFF=la reducción de 5.00
```

C:\xampp\htdocs\dev_15_5\language\fr-FR\fr-FR.com_rsappt_pro14.ini

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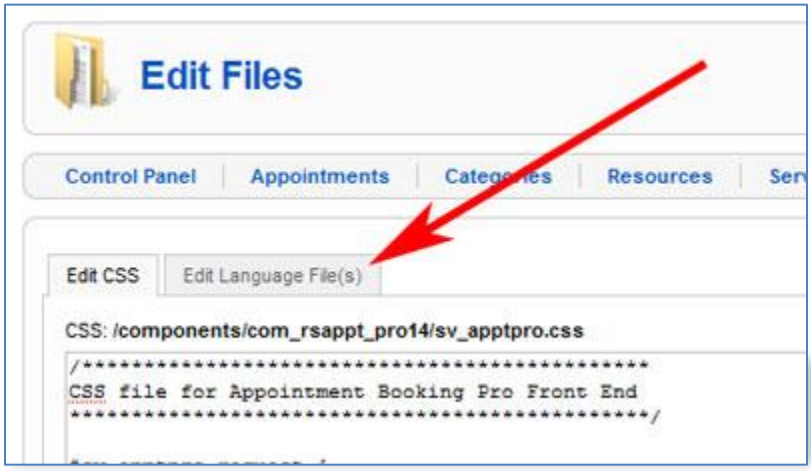
Editing Language File(s)

Prior to version 2.0, RBPro only supported edit of a single language file from in the Admin area.

RBPro will now look through your language files and allow you to edit all RBPro language files at one time.



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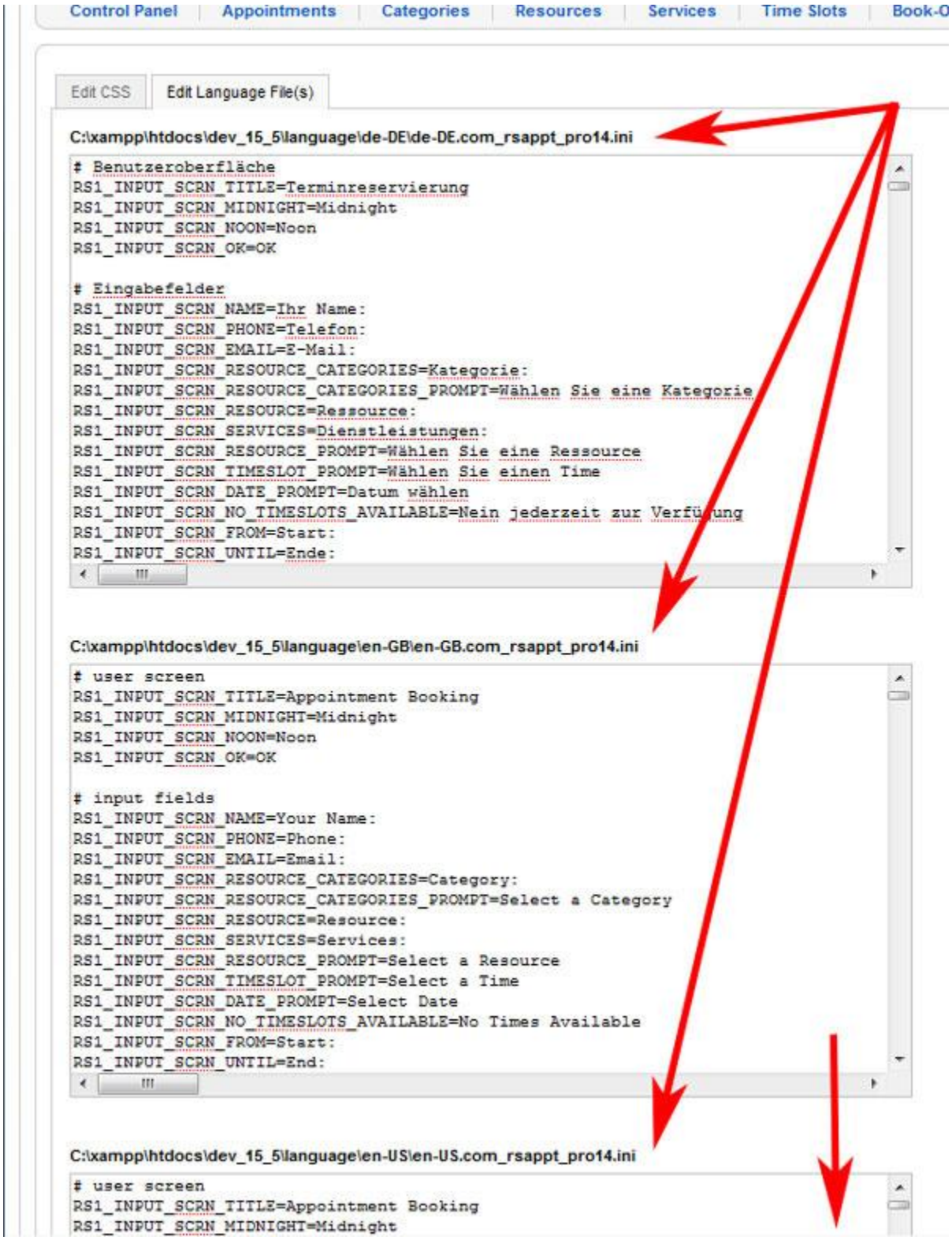

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User Credits

(taken from RBPro manual but works the same)

Overview

The first thing to point out is that User Credit is OPTIONAL - you do not need to implement user credits unless you want to.

What is a User Credit?

User Credit is a number, representing a currency amount, associated with a registered user. You can sell your customer user credits OUTSIDE of RBPro then enter their number of credits into RBPro. Now when they go to make a booking, the cost of the booking is deducted from their credits.

Why use User Credit?

A few reasons:

If you want to sell your customer the ability to make multiple bookings without paying each time. For example, selling a package of 5 appointments.

Quantity discounting. You can sell a package of 10 appointments for less than the cost of 10 individual appointments. This could be done for example by selling $100 of credits for $75.

Support additional payment gateways, for example sell credits through Virtumart or an existing gateway, then just add the credits into RBPro.

Limitations

- RBPro is not a banking system and Soft Ventures will not be liable for any discrepancies.
  Limited activity logging will be maintained but NOT at an auditing level one would find in financial system software.
- PayPal must be enabled to turn on the financial parts of the screens.
- Credits are purchased outside of RBPro (PayPal buy now or Virtumart, etc.) and entered manually by Admin.
- A resource can have only one rate, that is you cannot offer a different rate for customers paying by PayPal vs paying by credits. Discounting would be handled outside RBPro when credits are purchased (ex: sell $100 worth of credits for $75)
- No partial cancel, ie: no cancel 1 seat of 3, cancel all and reorder.
- If a user needs to pay part via PayPal (his credit balance was not enough) and he bails out of PayPal without paying, he would need to contact admin to get his credits restored manually.

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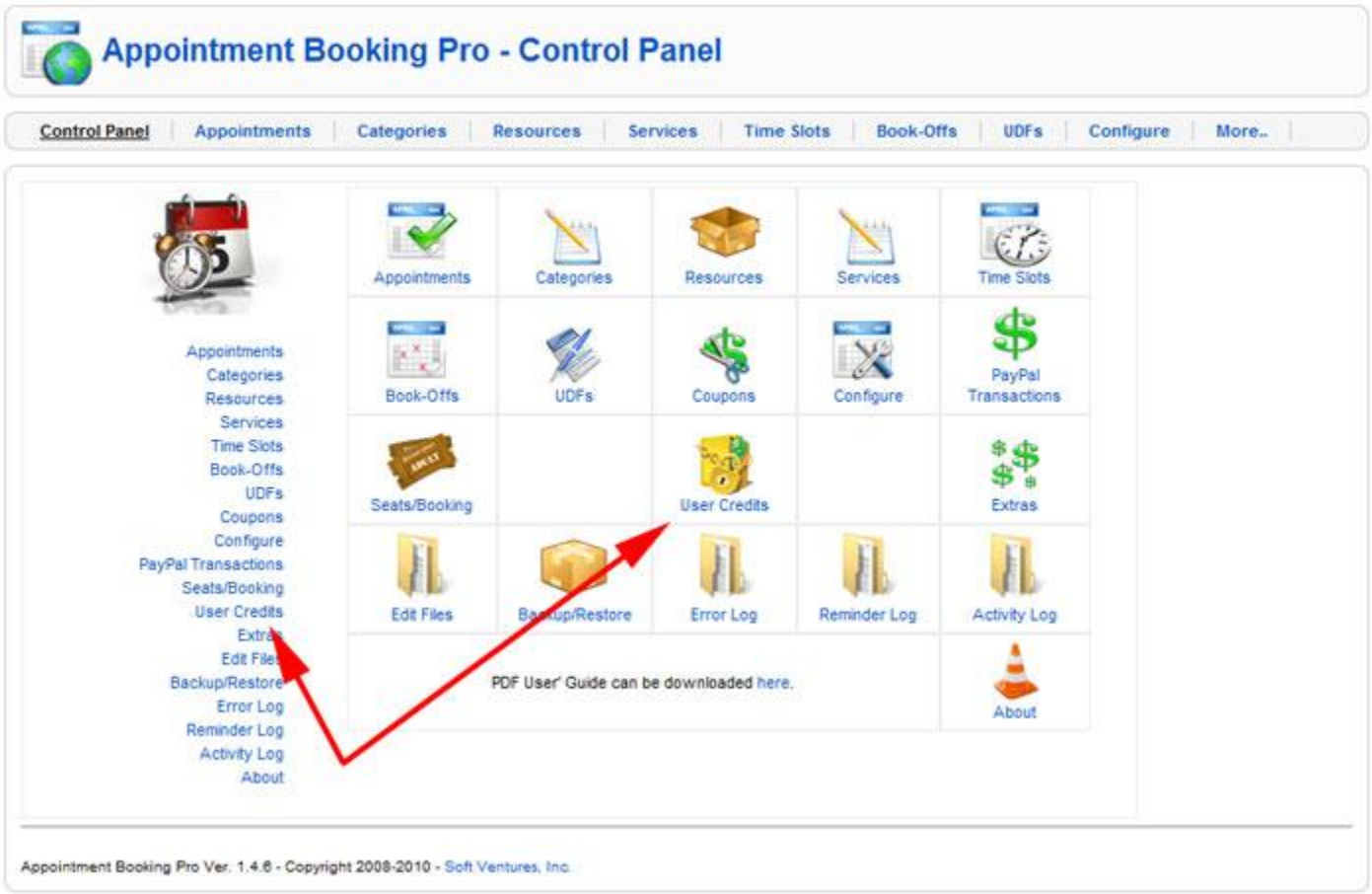
- The credit system only applies to the public booking screens and Front-Desk booking screen. Admin manually setting a booking to 'accepted' will have no effect on the user's credit balance. If admin sets a booking to 'canceled', and the booking was paid all or in part by user credit, the credit is re-instated. If part was paid by PayPal, that will be added to the user's credit balance - no PayPal refunds are ever initiated by RBPro.
- Not compatible with manual booking acceptance (Auto-Accept = No)

Administrator Screens

The User Credits screen is accessed from the RBPro Control Panel.



The List screen shows all user credit accounts and their current balances.

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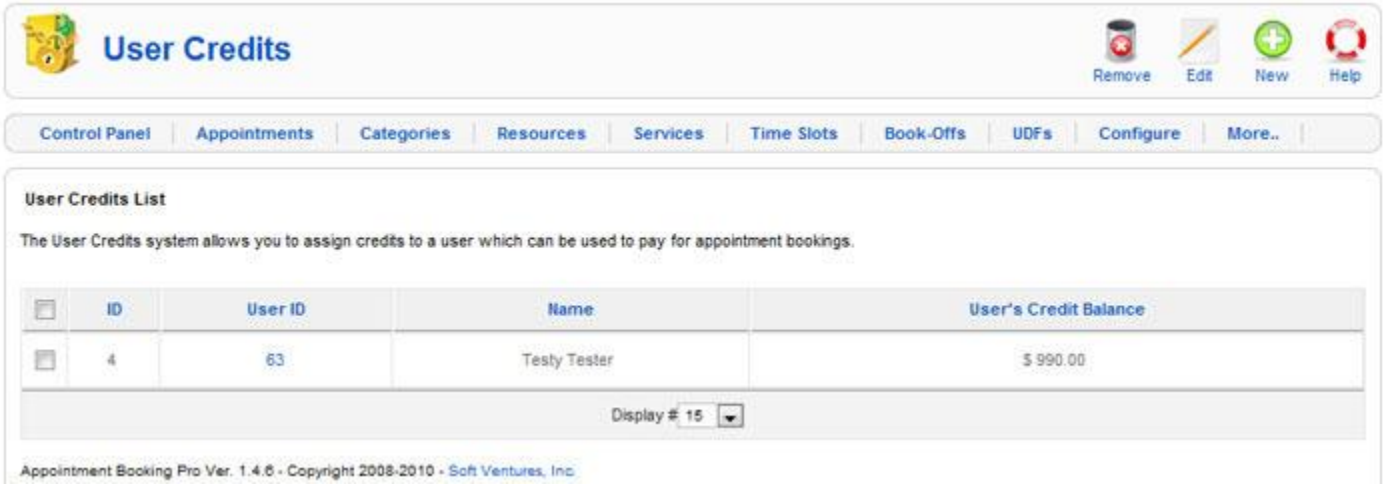
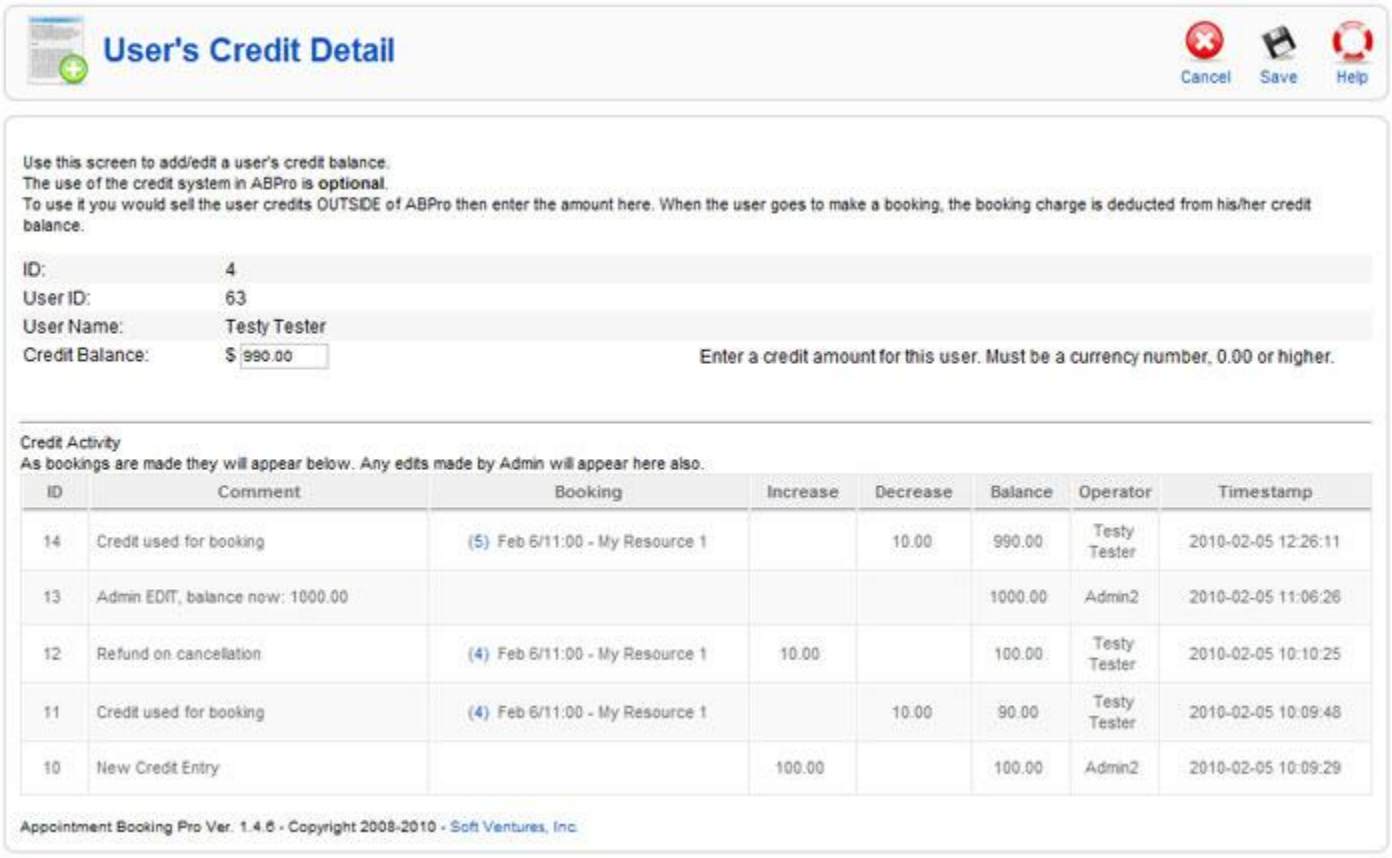


View account activity

Click on the User ID in the list screen (above) to open the detail screen for a specific user.



In the top section of the screen, you can manually adjust the current balance.

The lower section shows all activity with most recent activity at the top of the list. The ID of any bookings is a link to the booking detail.

The timestamp column shows when the change was made, the operator column shows who made the change.

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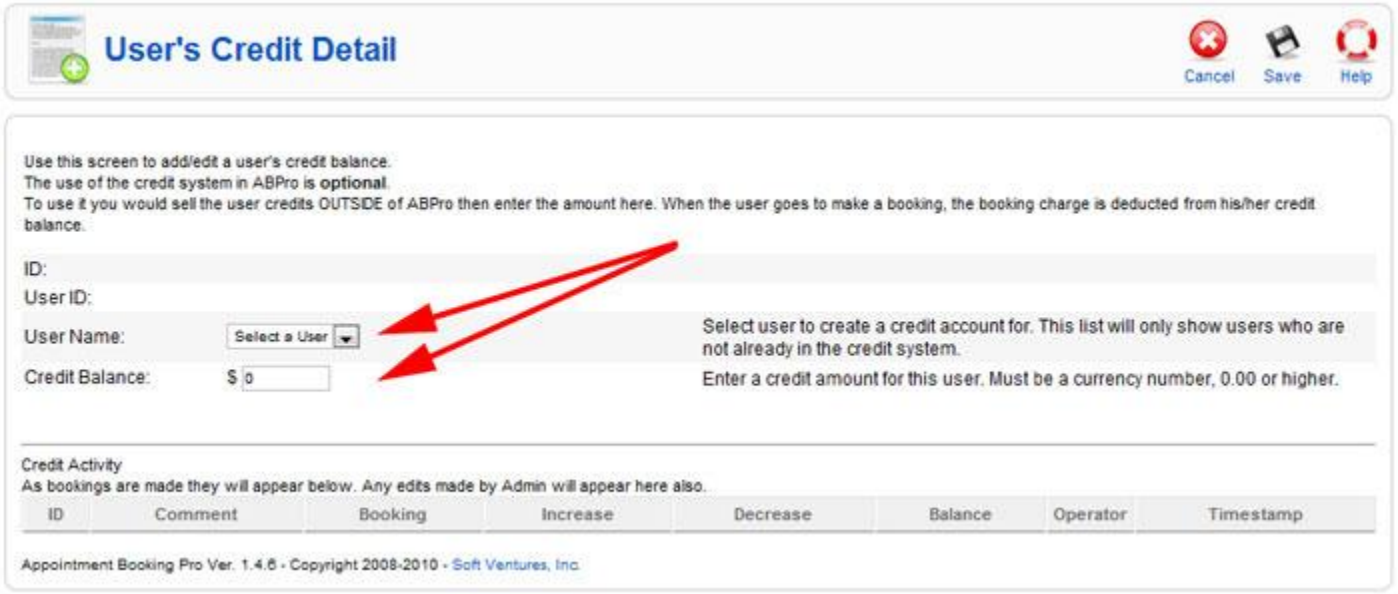
Adding a New account

Select New on the User Credits list screen.


User's Credit Detail
Cancel
Save
Help
Use this screen to add/edit a user's credit balance.
The use of the credit system in ABPro is optional.
To use it you would sell the user credits OUTSIDE of ABPro then enter the amount here. When the user goes to make a booking, the booking charge is deducted from his/her credit balance.
ID:
User ID:
User Name:
Select a User
Select user to create a credit account for. This list will only show users who are not already in the credit system.
Credit Balance:
$ 0
Enter a credit amount for this user. Must be a currency number, 0.00 or higher.
Credit Activity
As bookings are made they will appear below. Any edits made by Admin will appear here also.
ID
Comment
Booking
Increase
Decrease
Balance
Operator
Timestamp
Appointment Booking Pro Ver. 1.4.6 - Copyright 2008-2010 - Soft Ventures, Inc.

Select a user from the drop down list. The list will only show users not currently in the credit system.

Enter a starting balance and hit Save.

That's it.

The Booking screen will now use the credit balance to pay for bookings.

Note: PayPal must be enabled for the financial portions of the booking screen to appear.

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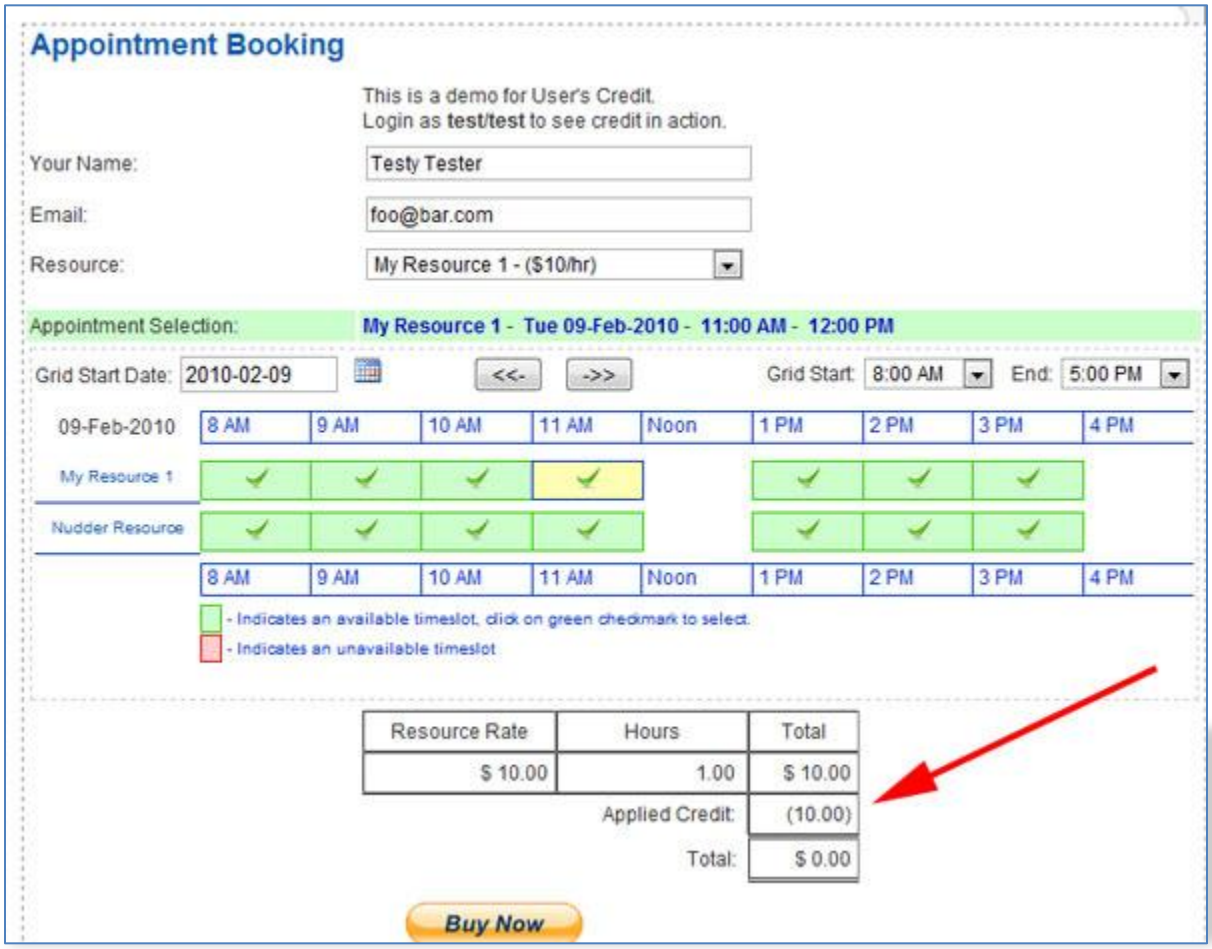


If the user's credit balance is insufficient to cover the cost of the booking, the shortfall will be charged to PayPal.

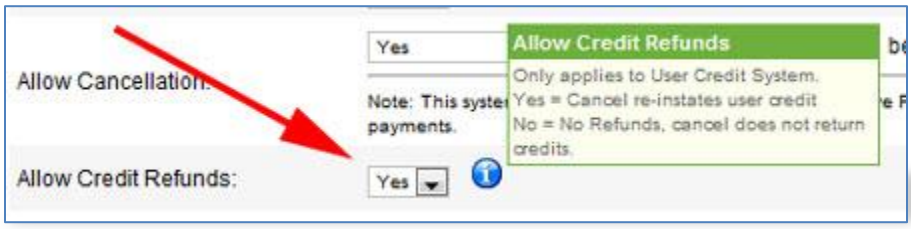
If you allow refunds on cancellation (see next section), no refund is made to PayPal.

RBPro NEVER initiates PayPal refunds. If there was a shortfall amount it will be added to the user's credits on cancellation.

Allow Refunds

You can set weather you want RBPro to refund credits if a booking is cancelled or not.

The setting to allow refunds or not is on the Configure screen, Basic Settings tab.



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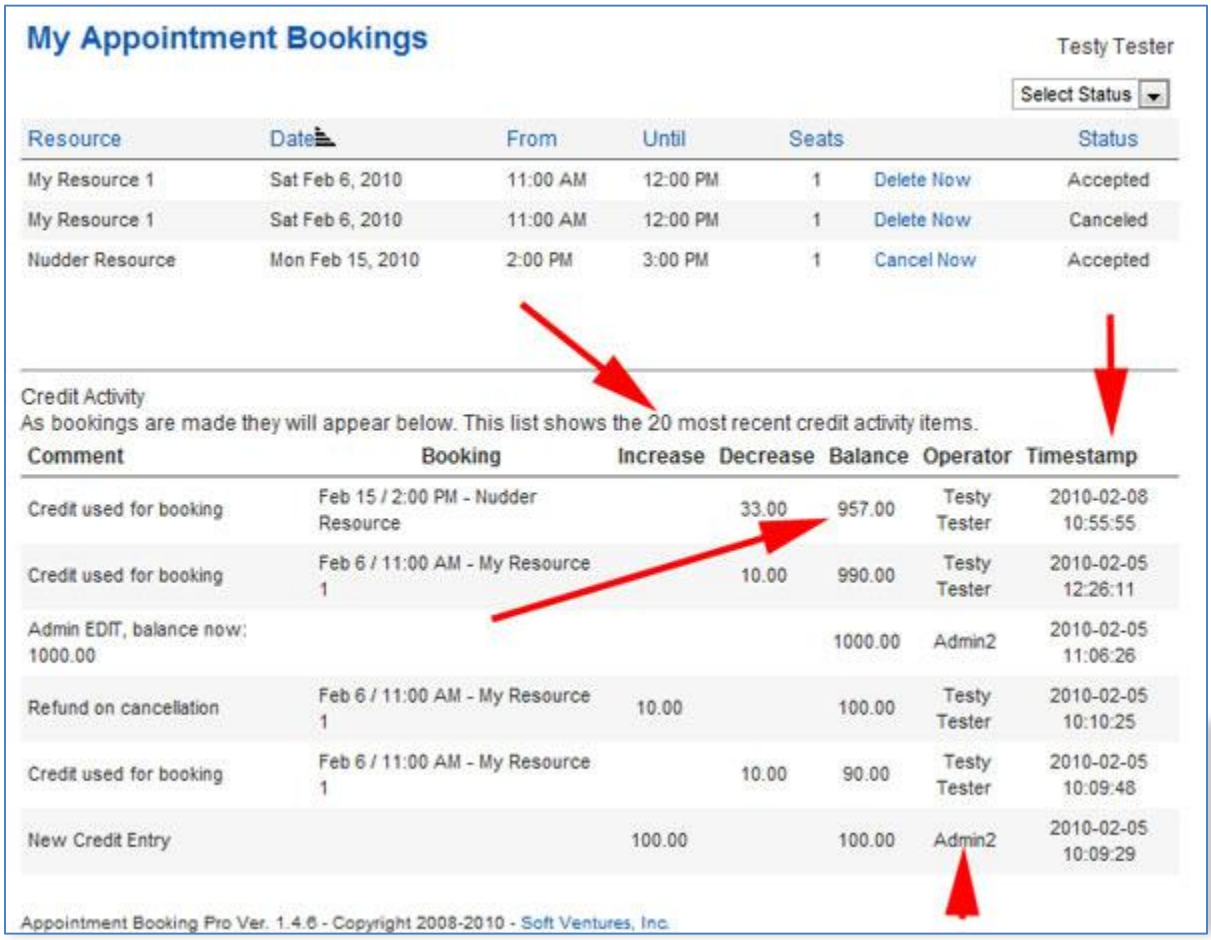
My Bookings Screen

The user can view his current balance and activity on his account via the My Bookings screen.



My Appointment Bookings

Testy Tester

Select Status

Resource	Date	From	Until	Seats		Status
My Resource 1	Sat Feb 6, 2010	11:00 AM	12:00 PM	1	Delete Now	Accepted
My Resource 1	Sat Feb 6, 2010	11:00 AM	12:00 PM	1	Delete Now	Canceled
Nudder Resource	Mon Feb 15, 2010	2:00 PM	3:00 PM	1	Cancel Now	Accepted

Credit Activity

As bookings are made they will appear below. This list shows the 20 most recent credit activity items.

Comment	Booking	Increase	Decrease	Balance	Operator	Timestamp
Credit used for booking	Feb 15 / 2:00 PM - Nudder Resource		33.00	957.00	Testy Tester	2010-02-08 10:55:55
Credit used for booking	Feb 6 / 11:00 AM - My Resource 1		10.00	990.00	Testy Tester	2010-02-05 12:26:11
Admin EDIT, balance now: 1000.00				1000.00	Admin2	2010-02-05 11:06:26
Refund on cancellation	Feb 6 / 11:00 AM - My Resource 1	10.00		100.00	Testy Tester	2010-02-05 10:10:25
Credit used for booking	Feb 6 / 11:00 AM - My Resource 1		10.00	90.00	Testy Tester	2010-02-05 10:09:48
New Credit Entry		100.00		100.00	Admin2	2010-02-05 10:09:29

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The Credit Activity section shows the most recent 20 events only, in reverse chronological order.

The Timestamp shows when the change was made and the Operator column shows who made the change.

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